Human Resource Management - Personnel Action Processing

Welcome to the Enterprise Applications Due Diligence Survey! Your thoughtful response to this survey will help the Commonwealth to gather information to evaluate potential opportunities to reengineer and re-solution common processes in the Commonwealth. Your input and information is vital for this project's success. Your response is due in five business days. To produce the most successful response, please read these instructions thoroughly.

Please answer the survey questions as fully as possible using existing policies, procedures, systems, data and professional experience. If you cannot answer a question using these resources, you are not expected to go to unusual lengths or use untested methods to gather information. Simply indicate, where possible, that the information is not available.

If your response does not fit into the space available or you have other information that you would like to provide, please contact Bob Haugh, Deputy Project Manager,

(William.haugh@vita.virginia.gov, 804/344-8790) for assistance.

If you cannot complete the survey in one sitting, you can save the work you have already entered. Pressing the "Next" button at the bottom of each page both moves you to the next page and autosaves each page as you complete it. Note that the survey page you are working on will not be saved until you click "Next," so you must click "Next" when you have finished the page if you have to stop and return later. When you re-enter the survey through your e-mail link, you will be returned to where you left off.

If data is not readily available or if you have to do some research to fully complete the survey, you can skip questions and come back to them. Please complete the survey to the best of your ability and press the "Submit" button to store your survey in the survey database. You can come back to your survey through your e-mail link and change your answers if the data becomes available. You are free to edit your submitted survey until we close the survey site. Please remember that every time you edit your survey after the first submission, you must press the "Submit" button again to record your changes. (Clicking the "Next" button will not auto-save pages when you are editing a previously submitted survey. Simply press "Submit" again.)

Thank you. We greatly appreciate your participation!

This document contains respondents between 1 and 35 inclusive.

1. Does your Agency process its own personnel actions?

Yes

No

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Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please lis associated fees a	t the Agency or service bure nd costs.	eau that processes your pe	rsonnel actions and any
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
2 Doog your Ago	ncy process personnel action	and for any other Agencies	
O Yes	ncy process personner acut	ons for any other Agencies:	
No			
<u> </u>			
4. If yes, please li	st.		
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Doe distric		ncy process personnel actions at multiple work locations (local, regional,
0 1	⁄es	
N	No	
6. ln v	vhat format	does your Agency maintain the official personnel file for each employee?
✓ h	nard copy	
□ e	electronic co	рру
□ i	maged docu	uments
etc.) ii salarie please If an e	n your Agen ed or wage, e also provid employee or	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE. The contractor is not dedicated full time to this process, please add up the apployee time to reach an FTE total by pay band.
		FTE Count (include tenths)
	Band - 1	
	Band - 2	
	Band - 3	
	Band - 4	.6
	Band - 5	
	Band - 6	
	Band - 7	
	Band - 7 Band - 8	

	Act	ivity	Co	ost
1.	Storage			
2.	Printing			
3.	Supplies			
4.	Shredding			
5.				
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	ocess personnel
O Yes				
No				
such as Excel, Ac If you have more	ccess, etc, used by y	our agency that supp ce provided, please r	olication/system, incluports this process. mark "Follow Up" to t	
Matrix: part 1 of 3				
	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Facilities costs not Printing and Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			
40 Don't be a l'at			
	of the types of reports that y IIS, the DHRM Data Wareh		
1.			
ad hoc reportin	g		
2.			
3.			
4.			
5.			
44.5	(I		
14. Does your Ag E480, for personr	ency use the central DHRM nel action data?	data warehouse to genera	ite ad hoc reports, such as
Yes			
O No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Salary Survey
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would
make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 DI # 4				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
00 Day Las			(
working with that	of specific automated would make your life	d personnel action in e easier?	iterfaces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please	list the seasonal activities and the worklo	oad areas impacted.
	Activity	Workload Area Impacted
1.	Seasonal hiring	Applicant intake and recruitment
2.	Annual evaluations	Evaluations
3.	Open enrollment for benefits	Personnel Action Processing
4.	Service Awards	Personnel Action Processing
5.	Economic Interest Statements	Personnel Action Processing

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	0	•
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

International employee and out-of-state employees

Personal Data	O	•	O
Job Data	•	0	0
Benefits Data	0	•	0
Compensation Data	•	0	0
New Hire Process	•	0	0
Personnel Action Transactions	•	0	0
Personal Data Change Transactions	0	•	0
27. Please list up processing.	to five strengths of your cu	rrent business processes fo	r personnel action
	to five strengths of your cu	rrent business processes fo	r personnel action
processing. 1.		rrent business processes fo	
processing. 1.			
processing. 1. Use of PMIS ar 2.			
processing. 1. Use of PMIS ar 2.	nd CIPPS serves as cor		
processing. 1. Use of PMIS ar 2. Generating P3's	nd CIPPS serves as cor		
processing. 1. Use of PMIS ar 2. Generating P3's	nd CIPPS serves as cor		
processing. 1. Use of PMIS are 2. Generating P3's 3.	nd CIPPS serves as cor		
processing. 1. Use of PMIS are 2. Generating P3's 3.	nd CIPPS serves as cor		

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Excellent

Fair

needs.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Automated reminders for expiring actions
2.
Automating approval process
3.
Ability to produce automated reports from PMIS on transactions processed
4.
Integrate PMIS and CIPPS to eliminate double keying. To maintain integrity provide HR ability to enter transactions and Payroll ability to release and process transaction
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
Include wage positions
2.
Integrate workers compensation and VSDP information
3.
Ability for employee to update personal information on-line
4.
Ability to generate organizational charts
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
Use of PMIS and CIPPS ensures accuracy of data
2.
Generating P3's for verification
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
Maintaining wage employee data
2.
2.
2.
2. 3.
2. 3.
2. 3. 4.
2. 3. 4.
2. 3. 4. 5. 32. What process do you use to measure agency satisfaction with these functions or
2. 3. 4. 5.

33.	ls there a call	center or other support s	ervice provided for the users	of the system?
0	Yes			
•	No			
34.	lf yes, please		and any current issues or co	
		Service		Issues / Concerns
	1.			
	2.			
	3.			
	4.			
	5.			
25	le formal proc	ess training available for	users of the avetema?	
⊙	Yes	ess training available for	users of the systems!	
0	No			
36.	If yes, please	provide a brief description	n of the training, schedule, ar	nd cost information.
		Description	Schedule (e.g. 2x per year)	Cost per Student
	1.	Department of Human Resource Management	Varies	\$ 0
	2.			
	3.			
	4.			
	5.			
37.	Does the curr	ent training meet your Ag	ency's needs?	
•	Yes			
0	No			

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Changes and enhancements performed by the Department of Human Resource Management
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
J.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
New strategic budgeting process

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Department of Human Resource Management Policies

45. If you have any other concerns or comments about this functional area, please include them here.

1. Does your Agency process its own personnel actions?

Yes

No

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Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.			
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
0.0			
3. Does your Age	ncy process personnel action	ons for any other Agencies?	
O Yes			
No			
4 If you place I			
4. If yes, please li	Sl.		
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)			
O Yes			
No			
6. In what for	nat does your Agency maintain the official personnel file for each employee?		
hard co	y		
electron	с сору		
☐ imaged	locuments		
7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
	of employee time to reach an FTE total by pay band. FTE Count (include tenths)		
percentages	of employee time to reach an FTE total by pay band. FTE Count (include tenths) -1		
percentages	of employee time to reach an FTE total by pay band. FTE Count (include tenths) -1 -2		
percentages Ban Ban	of employee time to reach an FTE total by pay band. FTE Count (include tenths) -1 -2 -3 .5		
Ban Ban Ban	of employee time to reach an FTE total by pay band. FTE Count (include tenths) -1 -2 -3 .5 -4		
Ban Ban Ban Ban	FTE Count (include tenths) -1 -2 -3 .5 -4 -5 .5		
Ban Ban Ban Ban	FTE Count (include tenths) -1 -2 -3 .5 -4 -5 .5		
Ban Ban Ban Ban Ban	FTE Count (include tenths) -1 -2 -3 .5 -4 -5 .5		
Ban Ban Ban Ban Ban Ban	FTE Count (include tenths) -1 -2 -3 .5 -4 -5 .5 -6 -7 -8		

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.					
	Act	ivity	Co	ost	
1.	have never tracked exp	penses to capture in			
2.					
3.					
4.					
5.					
processes? O Yes O No 10. If yes, please such as Excel, Ac If you have more	Yes				
	Application/System Name	Module (if applicable)	Version	Maintenance fees	
1.	PeopleSoft	Time and Labor			
2.	Excel				
3.	Access				
4.					
5.					

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

12. Excluding PMIS, please list any reports that are of	generated from your system to include the
data reported, recipient type, and frequency of gener	ration.

	Data Reported	Recipient	Frequency
1.	wage reports	Human Resources	ad hoc
2.	leave useage	hr and managers	ad hoc
3.	overtime	hr/payroll	per pay period
4.	exempt/non-exempt status	hr	ad hoc
5.	time sheet detail		

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
Yes
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
salary distribution within role
2.
employee/supervisor list
3.
all workforce planning reports
4.
all hires, terminations to analyze eeo stats
5.
Statement of Economic Interest, sensitive positions
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No No
17. If yes, please list the tools.
1.
2.
3.
4.
4.
4. 5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.				
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	ich planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automated would make your life		iterfaces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	/ in lieu of those auto	mated interfaces?
O Yes				
O No				

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?		
0	Yes	
•	No	

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.				
2.				
3.				
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.				
	Simple	Average	Complex	
VSDP	0	0	•	
Retroactive Actions	0	•	0	
Suspense (Future- dated) Actions	0	•	0	
Transfers from other Agencies	0	•	0	
Position Establishment and New Hires	0	•	0	
Undo Actions	0	0	•	
Bonus Authorizations	0	•	0	
Menu-enabled Transactions	0	•	0	
Leave Anniversary Dates	0	0	•	
Temporary Pay	0	•	0	

25. What unique needs or complexities in processing personnel actions does your Agency have?
(For example, VSDP, transfers, retroactive, future dated transactions, etc)

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs. Fair Excellent Good 0 Personal Data 0 • Job Data 0 0 \odot Benefits Data \odot 0 0 0 0 Compensation \odot Data **New Hire Process** 0 0 • Personnel Action 0 0 \odot **Transactions** • 0 0 Personal Data Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. long term employees aware of and proficient in business processes 2. good documentation 3. cross-referencing and checking 4. signature authorization sheets 5. electronic notification to payroll

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
redundant systems requiring double and triple entries
2.
VSDP complexities
3.
CIPPS, Time and Labor and PMIS do not communicate
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. same system for all transactions
personnel action processing business process. 1. same system for all transactions 2.
1. same system for all transactions 2. easier to see all information for employee in one place or easily connected
personnel action processing business process. 1. same system for all transactions 2. easier to see all information for employee in one place or easily connected 3.
personnel action processing business process. 1. same system for all transactions 2. easier to see all information for employee in one place or easily connected 3. user friendly,
personnel action processing business process. 1. same system for all transactions 2. easier to see all information for employee in one place or easily connected 3. user friendly,
personnel action processing business process. 1. same system for all transactions 2. easier to see all information for employee in one place or easily connected 3. user friendly, 4.

30. Please list the top five functions or components of the systems that work especially well.
1.
employees get paid accurately
2.
Payline access for employees
3.
"paperless" paydays
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
significant manual effort.
significant manual effort. 1.
1. double checking, verifying payroll changes for accuracy
1. double checking, verifying payroll changes for accuracy 2.
1. double checking, verifying payroll changes for accuracy 2. notifying payroll
1. double checking, verifying payroll changes for accuracy 2. notifying payroll 3.
1. double checking, verifying payroll changes for accuracy 2. notifying payroll 3. reconciling CIPPS and PMIS to make sure the are consistent
1. double checking, verifying payroll changes for accuracy 2. notifying payroll 3. reconciling CIPPS and PMIS to make sure the are consistent 4.

32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?

lack of complaints, absence of errors and "re-do" work, deadlines are met for payroll cutoffs

PMIS/CIPPS reconciliation are only cited for VSDP or WC claim payments and not for inconsistencies in data entered in both systems

0	Yes					
•	No					
34.	If yes, please	list the services available ar	nd any current issues or co	oncerns.		
		Service		Issues / Concerns		
	1.					
	2.					
	3.					
	4.					
	5.					
35.	35. Is formal process training available for users of the systems?					
0	Yes					
•	No					
36.	If yes, please	provide a brief description o	f the training, schedule, a	nd cost information.		
		Description	Schedule (e.g. 2x per year)	Cost per Student		

1.

2.

3.

4.

5.

37. Does the current training meet your Agency's needs?
O Yes
No
38. If no, please list reasons.
1.
Training available infrequently
2.
Available training is not detailed enough (PMIS)
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Chages or updates are manually keyed in several systems from source documents.
40. How are system changes identified and prioritized?

Changes are identified by notification from employees/supervisors, sometimes by insurance provider or Worker's Comp. Priority is given to any action that affects

pay.

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems,
business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

waiting period for VSDP, Worker's Comp. provisions that impose significant delays in processing personnel actions

45. If you have any other concerns or comments about this functional area, please include them here.

too much duplication, too much opportunity for errors between systems.

1. Does your Agency process its own personnel actions?

Yes

No

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Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.					
	Agency	Fee	Cost		
1.					
2.					
3.					
4.					
5.					
2 Doog your Ago	ncy process personnel action	and for any other Agencies			
O Yes	ncy process personner action	ons for any other Agencies:			
No					
<u> </u>					
4. If yes, please li	st.				
	Agency	Service/Support Provided	Associated Fees		
1.					
2.					
3.					
4.					
5.					

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)			
O Yes			
No			
	does your Agency maintain the official personnel file for each employee?		
✓ hard copy			
electronic co	рру		
☐ imaged docu	uments		
etc.) in your Ager salaried or wage, please also provid If an employee or	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE. The contractor is not dedicated full time to this process, please add up the amployee time to reach an FTE total by pay band.		
	FTE Count (include tenths)		
Band - 1			
Band - 2			
Band - 3			
Band - 4			
	.4		
Band - 5	.4		
Band - 5 Band - 6	.1		
Band - 6			
Band - 6 Band - 7			

	Activity		Cost		
1.					
2.					
3.					
4.					
5.					
^ = \					
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	ocess personnel	
O Yes					
No					
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.					
Matrix: part 1 of 3					
	Application/System Name	Module (if applicable)	Version	Maintenance fees	
1.					
2.					
3.					
4.					
5.					

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

	IS, please list any reports the cipient type, and frequency of the cipient type, and frequency of the cipient type.	nat are generated from your of generation.	system to include the
	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			
40 D	-6.4b 4		
		you would like to receive that ouse such as E480, or Age	
1.			
2.			
3.			
4.			
5.			
J.			
14. Does your Ag E480, for personr		l data warehouse to genera	te ad hoc reports, such as
Yes			
O No			

15. If yes, please list examples of the types of reports or queries that you generate.
1.
positions filled for specific period of time
2.
agency age demograhics
3.
agency role dispersement
4.
gender/race demograhics comparisons
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 DI # 4				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
00 Day Las			(
working with that	of specific automated would make your life	d personnel action in e easier?	iterfaces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.	open enrollment for Health insurance	personnel data entry		
2.	Optional life changes	personnel data entry		
3.	Performance evaluations	personnel data entry		
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	•	0	0
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	•	0
Bonus Authorizations	•	0	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

over 50% of our staff are desinated as field personnel, getting necessary information is sometimes slower than we would like.

Personal Data	•	0	0
Job Data	0	•	0
Benefits Data	•	0	0
Compensation Data	•	0	0
New Hire Process	0	•	0
Personnel Action Transactions	0	•	0
Personal Data Change Transactions	•	0	0
27 Please list up	to five strengths of your cu	rrent business processes fo	r perceptual action
processing.	to live streffigurs of your cur	rient business processes to	r personner action
1.			
personnel actions are keyed in timely manner			
2.			
proper back up	proper back up is maintained in the personnel folder		
3.	3.		
Information is easily accessible and always available for the employee			
4.			
5.			

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Excellent

Fair

needs.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
P3 and P3A's not always available on HurMan
2.
Printed version is less than an optimum document and is hard to read
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. CIPPS/PMIS as one system
personnel action processing business process. 1. CIPPS/PMIS as one system 2.
1. CIPPS/PMIS as one system 2.
1. CIPPS/PMIS as one system 2.
1. CIPPS/PMIS as one system 2. 3.
1. CIPPS/PMIS as one system 2. 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
keying is relatively simple
2.
information is easily tracked if needed
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
P3 and P3A are hard to read and not always available 1.
P3 and P3A are hard to read and not always available
P3 and P3A are hard to read and not always available
P3 and P3A are hard to read and not always available 2.
P3 and P3A are hard to read and not always available 2.
P3 and P3A are hard to read and not always available 2. 3.
P3 and P3A are hard to read and not always available 2. 3.
P3 and P3A are hard to read and not always available 2. 3. 4.
P3 and P3A are hard to read and not always available 2. 3. 4.
P3 and P3A are hard to read and not always available 2. 3. 4. 5. What process do you use to measure agency satisfaction with these functions or
P3 and P3A are hard to read and not always available 2

33.	ls there a call	center or other support ser	vice provided for the users	of the system?
0	Yes			
•	No			
0.4	IS and a large	Pot the second second state of		
34.	ır yes, piease	list the services available a		
		Service		Issues / Concerns
	1.			
	2.			
	3.			
	4.			
	5.			
25	le formal prod	cess training available for us	core of the systems?	
3 5.	Yes	ess trailling available for us	sers of the systems!	
0	No			
36.	If yes, please	provide a brief description	of the training, schedule, ar	nd cost information.
		Description	Schedule (e.g. 2x per year)	Cost per Student
	1.	PDS training at DHM	schedule periodically	\$ 0
	2.			
	3.			
	4.			
	5.			
		,		
		rent training meet your Ager	ncy's needs?	
•	Yes			
0	No			

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
-basiness process redesign, and organizational changes:

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.
45. If you have any other concerns or comments about this functional area, please include them here.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.					
	Agency	Fee	Cost		
1.					
2.					
3.					
4.					
5.					
	ncy process personnel action	ons for any other Agencies?	?		
O Yes					
No					
4 If you place it	-4				
4. If yes, please li	Sl.				
	Agency	Service/Support Provided	Associated Fees		
1.					
2.					
3.					
4.					
5.					

	oes your Age ict?)	ncy process personnel actions at multiple work locations (local, regional,
0	Yes	
•	No	
6. In	what format	does your Agency maintain the official personnel file for each employee?
~	hard copy	
	electronic co	ру
	imaged docu	uments
etc.) sala plea	in your Agen ried or wage, se also provid employee or	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE. contractor is not dedicated full time to this process, please add up the apployee time to reach an FTE total by pay band.
		FTE Count (include tenths)
	Band - 1	
	Band - 2	
	Band - 3	1.0
	Band - 4	
	Band - 5	
	Band - 6	
	Band - 7	
	Band - 8	
	Band - 9	
Co	ntracted Labor	

	Act	ivity	С	ost
1.				
2.				
3.				
4.				
5.				
9. Excluding PMIS processes?	S, does your Agency	utilize any applicatio	ons or systems to pro	ocess personnel
Yes				
O No				
such as Excel, Ac If you have more	list the following infocess, etc, used by your entries than the space will contact you for m	our agency that supp ce provided, please r	ports this process.	
such as Excel, Ac If you have more	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	ports this process.	
such as Excel, Ac If you have more question and we	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	ports this process.	
such as Excel, Ac If you have more question and we	ccess, etc, used by your contries than the space will contact you for many contact you for ma	our agency that suppose provided, please reproved information.	ports this process. mark "Follow Up" to	the following
such as Excel, Ad If you have more question and we we Matrix: part 1 of 3	ccess, etc, used by your centries than the space will contact you for many contact you for ma	our agency that suppose provided, please reproved information.	oorts this process. mark "Follow Up" to	the following
such as Excel, Ad If you have more question and we wanted Matrix: part 1 of 3	ccess, etc, used by your centries than the space will contact you for many contact you for ma	our agency that suppose provided, please reproved information.	oorts this process. mark "Follow Up" to	the following
such as Excel, Ad If you have more question and we was Matrix: part 1 of 3	ccess, etc, used by your centries than the space will contact you for many contact you for ma	our agency that suppose provided, please reproved information.	oorts this process. mark "Follow Up" to	the following
such as Excel, Ad If you have more question and we was Matrix: part 1 of 3 1. 2. 3.	ccess, etc, used by your centries than the space will contact you for many contact you for ma	our agency that suppose provided, please reproved information.	oorts this process. mark "Follow Up" to	the following

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Facilities costs not Printing and Other costs Why was the system reproduction costs related to the number selected? of employees 1. no expense 2. 3. 4. 5.

11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

such as Excel, Access, etc, used by your agency that supports this process.

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12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.				
	Data Reported	Recipient	Frequency	
1.				
2.				
3.				
4.				
5.				
40 D	-6.4b 4			
		you would like to receive that ouse such as E480, or Age		
1.				
2.				
3.				
4.				
5.				
J.				
14. Does your Ag E480, for personr		l data warehouse to genera	te ad hoc reports, such as	
Yes				
O No				

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Various population reports
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would
make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
l
4.
··
5.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 DI # 4				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
00 Day Las			(
working with that	of specific automated would make your life	d personnel action in e easier?	iterfaces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
0	Yes
•	No

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.				
2.				
3.				
4.				
5.				

	Simple	Average	Complex
VSDP	0	•	0
etroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	0	•
Bonus Authorizations	0	•	0
Menu-enabled Transactions	•	0	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

Dago	50	٥f	572
Page	28	OT	5/2

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.				
	Fair	Good	Excellent	
Personal Data	•	0	0	
Job Data	•	0	0	
Benefits Data	•	0	0	
Compensation Data	•	0	0	
New Hire Process	•	0	0	
Personnel Action Transactions	•	0	0	
Personal Data Change Transactions	•	0	0	
processing.	o five strengths of your cu	rrent business processes fo	r personnel action	
1. Used statewide				
2.				
	personnel transaction	processed within the sy	stem)	
All inclusive (all personnel transaction processed within the system) 3.				
Tech support av	ailable			
4.				
Centrally maintained				
5.				
History				

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Easier application manipulation
2.
Better Tech support
3.
Easier screen manipulation
4.
Easier transaction manipulation
5.
Faster processing of information
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. Windows base applications
personnel action processing business process. 1. Windows base applications 2.
personnel action processing business process. 1. Windows base applications 2. "point and click" transacton manipulation
personnel action processing business process. 1. Windows base applications 2. "point and click" transacton manipulation 3.
1. Windows base applications 2. "point and click" transacton manipulation 3. "point and click" screen manipulation
personnel action processing business process. 1. Windows base applications 2. "point and click" transacton manipulation 3. "point and click" screen manipulation 4.

30. Please list the top five functions or components of the systems that work especially well.
1.
None
2.
None
3.
None
4.
None
5.
None
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
Logging on
2.
Changing from one transaction to another
3.
Only allowed to view agency information
4.
History viewing is limited
5.
"Type-case" to sensitive.
32. What process do you use to measure agency satisfaction with these functions or components?

33.	ls there a cal	l center or other support ser	vice provided for t	he users o	of the system?
•	Yes				
0	No				
34.	If yes, please	e list the services available a	nd any current iss		
		Service		ls	sues / Concerns
	1.	DHRM	All	problems	
	2.				
	3.				
	4.				
	5.				
0.5			6.0	•	
		cess training available for us	ers of the systems	S'?	
0	Yes				
•	No				
36	If ves please	e provide a brief description o	of the training sch	edule and	d cost information
	yee, prease	Description	Schedule (e.g. 2x		Cost per Student
	1.	2 ccci.puci.	0011000110 (0191 22)	por your,	Cool poi Ciudoini
	2.				
	3.				
	4.				
	5.				
37.	Does the cur	rent training meet your Agen	ıcy's needs?		
•	Yes	9	,		
0	No				
	.,,				

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Changes are made within the HR department to the Access database system via customer requests or needs assessment.
40. How are system changes identified and prioritized?
Listed in #32.

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the eveterns auch as new eveterns
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.
45. If you have any other concerns or comments about this functional area, please include them here.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
	Agency	Fee	Cost	
1.				
2.				
3.				
4.				
5.				
	ncy process personnel action	ons for any other Agencies?		
O Yes				
No				
4. If yes, please li	st.			
	Agency	Service/Support Provided	Associated Fees	
1.				
2.				
3.				
4.				
5.				

5. Does your Age district?)	ncy process personnel actions at multiple work locations (local, regional,
O Yes	
No	
6. In what format	does your Agency maintain the official personnel file for each employee?
✓ hard copy	
☐ electronic co	ру
☐ imaged docu	uments
etc.) in your Agen salaried or wage,	s of automated or manual Personnel Action Processing (e.g. data entry, filing, ncy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process,
If an employee or	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
If an employee or	de their total FTE. contractor is not dedicated full time to this process, please add up the
If an employee or	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
If an employee or percentages of er	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
If an employee or percentages of er	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
If an employee or percentages of er Band - 1 Band - 2	contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band. FTE Count (include tenths)
If an employee or percentages of er Band - 1 Band - 2 Band - 3	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .5
If an employee or percentages of er Band - 1 Band - 2 Band - 3 Band - 4	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .5 .6
If an employee or percentages of er Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .5 .6
If an employee or percentages of er Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .5 .6
If an employee or percentages of er Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .5 .6

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.						
	Act	ivity	Co	ost		
1.						
2.						
3.						
4.						
5.						
0 F 1 1 PM		CP P C-				
9. Excluding PMIS processes?	s, does your Agency	utilize any application	ons or systems to pro	cess personnel		
Yes						
O No						
such as Excel, Ac If you have more	10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.					
Matrix: part 1 of 3	Matrix: part 1 of 3					
	Application/System Name	Module (if applicable)	Version	Maintenance fees		
1.	Facility Developed Employee Data Base	Access				
2.	Facility Developed	Excel				
	Transacction Log					
3.	Transacction Log					
3. 4.	Transacction Log					

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3					
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs	
1.					
2.					
3.					
4.					
5.					

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				Provides for easy retrieval, tracking of actions; generates standard reports; can export data to excel to generate custom reports; generates employee labels
2.				Provides required data for reports, provides a good history of actions; includes position changes (estalish/abolish, reallocatoins, etc.) in addition to personal data
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.
☐ Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to	to include the
data reported, recipient type, and frequency of generation.	

	Data Reported	Recipient	Frequency
1.	Vacancy Report	HR Office	Monthly
2.	Employee Detail Report	HR Office	As needed; at least bi-weekly
3.	Leave Anniversary Report	HR Office	As needed
4.	Anniversary Month Report	HR Office	Monthly
5.	Service Awards Report	HR Office	Annually

available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
Any of the above reports; but much of the info is not included in PMIS
2.
3.
4.
5.

14. Does your Agency use the centre	al DHRM data warehouse to	generate ad hoc re	ports, such as
E480, for personnel action data?			

•	Yes	
0	No	

15. If yes, please list examples of the types of reports or queries that you generate.
1.
EEO Codes Look Up
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface. Application / System Recipients/Providers Frequency **Purpose Facility Developed** 1. Training/HR Daily Track Training Needs **Employee Data Base** and Attendance Track TB Test Info Facility Developed Nursing/HR Daily Employee Data Base Facility Developed 3. Buildings & Daily **Track Drivers** Employee Data Base Grounds/HR License Information 4. Facility Developed HR/Residential Weekly Data Entry showing **Employee Data Base** employee location & Services shift 5.

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).				
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
·	·	·	·	·

	Do you know of specific automated personnel action interfaces that you are currently not sing with that would make your life easier?	
0	Yes	
•	No	
21.	f yes, are you required to do manual double data entry in lieu of those automated interfac	ces?
0	Yes	
0	No	
	Page 73 o	f 572

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?			
•	Yes		
0	No		

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.	Annual Performance Evaluations	Transactions		
2.				
3.				
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	0	•
Undo Actions	0	0	•
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	0	•
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Our facility has a large number of positions which recieve a special rate, which often complicates the process when employee salary increase print-outs are received. On occassion these positions have requried manual processing.

Job Data 0 0 \odot **Benefits Data** 0 • 0 0 0 Compensation • Data **New Hire Process** 0 0 • 0 Personnel Action 0 • **Transactions** 0 0 **Personal Data** • Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. High degree of accuracy 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

0

Excellent

0

Fair

 \odot

needs.

Personal Data

1.
Ability to get info needed in format and time line needed without having to maintain own systems, resulting in double or triple entry
2.
PMIS entry screens should be updated and modernized, including use of drop down tables, etc.
3.
Combine P-3 and P-3A into one form to decrease amount of paper to be filed
4.
P-3 and P-3A forms should be able to be completed on-line and printed out. Currently they are handwritten and the handwritten info then keyed into PMIS
5.
20. Places identify up to five attributes, features, or shorestoriation you wish for in an ideal
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. Lack of double/triple entry required
personnel action processing business process. 1. Lack of double/triple entry required 2.
1. Lack of double/triple entry required 2. No down time in system used
personnel action processing business process. 1. Lack of double/triple entry required 2. No down time in system used 3.
1. Lack of double/triple entry required 2. No down time in system used 3. Simplified data entry process
1. Lack of double/triple entry required 2. No down time in system used 3. Simplified data entry process

28. Please list up to five opportunities for improvement in your current business processes for

30. Please list the top five functions or components of the systems that work especially well.
1.
Facility Designed Employee Data Base is the most useful tool we have; however, requires double entry
2.
3.
4.
5.
 Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
PMIS entry screens and processes are antiquated and complex
2.
Completion of P-3 and P-3A forms for New Hires
3.
4.
5.
32. What process do you use to measure agency satisfaction with these functions or components?

user feedback

33. Is there a call center or other support service provided for the users of the system?						
0	Yes					
•	No					
34.	If yes, plea	ase	list the services available a	nd any current	issues or co	ncerns.
			Service			ssues / Concerns
		1.				
		2.				
		3.				
		4.				
		5.				
		roc	ess training available for us	ers of the syst	ems?	
0	Yes					
0	No					
36	If ves plea	ase	provide a brief description of	of the training	schedule an	nd cost information
55.	11 you, plot		Description	-	. 2x per year)	
		1.	PMIS Training	Based on DRHI		\$ 0
		2.	Fivins training	based on DRHI	vi Scriedule	\$ 0
		3.				
		4.				
		5.				
37.	Does the	curr	ent training meet your Agen	ncy's needs?		
0	Yes					
•	No					

38. If no, please list reasons.
1.
Training opportunity (PMIS) needs to be decentralized; all currently held in Richmond
2.
No update or refresher training provided for PMIS users; they must go through the same training new employees get in order to get updated info.
3.
Training on agency developed programs is most frequently "learn as you do"; any instructions must be developed by HR Personnel based on their experiences
4.
5.

39. Please identify the process that is followed to make changes and enhancements to the systems.

PMIS - None at facility level
Employee DataBase - Requests made to IT staff
Transaction Log - Changes or enhancements made by HR Office as needed if required skills are there

40. How are system changes identified and prioritized?

By HR Manager based on requests for data, etc.that can not be met via our current systems

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
Enhancements to Transaction Log to create simplified drop down tables to improve data consistency
2.
3.
4.
5.
42 Mbs. compared and plant and leave in the transfer and the construction of the const
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
Unknown at this time

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.
45. If you have any other concerns or comments about this functional area, please include them here.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.					
	Agency	Fee	Cost		
1.					
2.					
3.					
4.					
5.					
	ncy process personnel action	ons for any other Agencies?	?		
O Yes					
No					
4 If you place it	-4				
4. If yes, please li	Sl.				
	Agency	Service/Support Provided	Associated Fees		
1.					
2.					
3.					
4.					
5.					

5. Does you district?)	ur Agency process personnel actions at multiple work locations (local, regional,
O Yes	
No	
6. In what f	ormat does your Agency maintain the official personnel file for each employee?
✓ hard of the last of the	ору
☐ electro	onic copy
☐ image	d documents
etc.) in you salaried or please also If an emplo	process of automated or manual Personnel Action Processing (e.g. data entry, filing, r Agency, please provide an estimate of the staff resource requirements, whether wage, based on pay band. If contractor resources are currently used in this process, provide their total FTE. The system of the staff resource requirements, whether wage, based on pay band. If contractor resources are currently used in this process, provide their total FTE.
	FTE Count (include tenths)
Ва	and - 1
Ва	
	and - 2
Ba	and - 2 and - 3 .8
Ва	and - 3 .8
Ba	and - 3 .8 and - 4 .1
Ba Ba	and - 3 .8 and - 4 .1 and - 5
Ba Ba Ba	and - 3 .8 and - 4 .1 and - 5 and - 6
Ba Ba Ba Ba	and - 3 .8 and - 4 .1 and - 5 and - 6 and - 7

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.					
	Act	ivity	C	ost	
1.	N/A				
2.					
3.					
4.					
5.					
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	ocess personnel	
Yes					
O No					
such as Excel, Ac If you have more	10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.				
Matrix: part 1 of 3					
	Application/System Name	Module (if applicable)	Version	Maintenance fees	
1.	CSMIS	NA	NA	\$ 0	
2.	INTERNALDATA BASE	NA	NA	\$ 0	
3.	HRIS	NA	NA	\$ 0	
4.	Quick Assess	NA	NA	\$ 0	
5.					

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.	\$ 0	\$ 0	\$ 0	\$ 0
3.	\$ 0	\$ 0	\$ 0	\$ 0
4.	\$ 0	\$ 0	\$ 0	\$ 0
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Printing and reproduction costs

1.

2.

3.

4.

5.

11.	If you would like us to contact you for more information please check follow up.
~	Follow Up

data reported, recipient type, and frequency of generation.					
	Data Reported	Recipient	Frequency		
1. Workers Compensation HR Weekly					

	Data Reported	Recipient	Frequency
1.	Workers Compensation Reports	HR	Weekly
2.	Employee Statistics	HR and Senior management	Daily
3.	Salary Data	HR and Senior Management	Daily
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
N/A
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
Yes
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
P3 and P3A
2.
Age and years of service reports
3.
FTE reports
4.
Reports from file Repository
5.
Reports of compensations actions
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
O Yes ● No
No No
No17. If yes, please list the tools.
No No
O No 17. If yes, please list the tools. 1.
No17. If yes, please list the tools.
O No 17. If yes, please list the tools. 1.
O No 17. If yes, please list the tools. 1.
O No 17. If yes, please list the tools. 1. 2.
O No 17. If yes, please list the tools. 1. 2.
 No 17. If yes, please list the tools. 1. 2. 3.
 No 17. If yes, please list the tools. 1. 2. 3.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	WC/CSMIS	HR/INTERNAL	DAILY	Processs WC
2.	WC/EC32	HR/MCI	DAILY	Process WC
3.	VSDP/UnumProvide nt	HR/UnumProvident	Daily	Process VSDP
4.	Drugtest results/First Advantage	HR/First Advantage	Weekly	Pre-employment drug results
5.	Cross Match/Fingerprint	HR/Cross Match	Weekly	Pre-employment criminal history check

19. Please list each planned automated application or system interface by recipients/providers, frequency and the purpose of the interface (development underway or planned for completion).

	Application / System	Recipients/Providers	Frequency	Purpose
1.	ATS/Internal	Internal	Daily	Automate and intergrate the process
2.				
3.				
4.				
5.				

	20. Do you know of specific automated personnel action interfaces that you are currently not working with that would make your life easier?		
0	Yes		
•	No		

21.	yes, are you required to do manual double data entry in lieu of those automated interfaces?
0	⁄es
0	No

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?		
•	Yes	
0	No	

23. If yes, please list the seasonal activities and the workload areas impacted.			
	Activity	Workload Area Impacted	
1.	Opened Enrollment	All of HR	
2.	Evaluations/Compenticies	All of HR	
3.	Job Description preparations and reviews	All of HR	
4.	Review and revise Hosptial Instructions	All of HR	
5.	CORE Training	All of HR	

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	•	0
Suspense (Future- dated) Actions	0	0	•
Transfers from other Agencies	0	0	•
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Should be able to enter transactions Should be able to correct our own errors instead of calling DHRM-.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.					
	Fair	Good	Excellent		
Personal Data	0	•	0		
Job Data	0	•	0		
Benefits Data	0	•	0		
Compensation Data	0	•	0		
New Hire Process	0	•	0		
Personnel Action Transactions	0	•	0		
Personal Data Change Transactions	0	•	0		
27. Please list up processing.	to five strengths of your cur	rent business processes fo	r personnel action		
1.					
Staff and the knowledge of staff. This can change with the years of service that they have.					
2.					
Goood realation	nship with DHRM staff v	who are very responsive) .		
3.					
Have good internal processes with checks and balances.					
4.					
5.					

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Need to be able to correct our own errors
2.
Ability to enter data before the due date
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal
personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. See above
personnel action processing business process. 1. See above
personnel action processing business process. 1. See above 2.
personnel action processing business process. 1. See above 2.
1. See above 2. 3.
1. See above 2. 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
Our internal data bases are more user freindly
2.
Ability to draw on reports that we use daily
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
PMIS and BES manuels need to be updated
2.
we need a method to automate personnel records instead of hard copies. Space is an issue.
3.
Need an updated list of PMIS transactions codes
4.
5.
32. What process do you use to measure agency satisfaction with these functions or components?

Customer satisfactions surveys

33.	Is there a call	center or other support s	service provided for the users	of the system?
0	Yes			
•	No			
34.	If yes, please		e and any current issues or co	
		Service		Issues / Concerns
	1.			
	2.			
	3.			
	4.			
	5.			
35.	Is formal prod	ess training available for	users of the systems?	
•	Yes			
0	No			
36.	If yes, please	provide a brief description	on of the training, schedule, ar	nd cost information.
		Description	Schedule (e.g. 2x per year)	Cost per Student
	1.	OJT	Depends on the needs of the employee	\$ 0
	2.			
	3.			
	4.			
	5.			
		ent training meet your Ac	gency's needs?	
0	Yes			
0	No			

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Contact internal,non-VITA PERSONNEL.
40. How are system changes identified and prioritized?
According to the needs of the Facility.

41. Please list system changes that have been made in the past 12 months.
1.
Internal ATS
2.
Electronic signatures for personnel forms
3.
4.
5.
42. Please list pending system changes.
1.
Electronic signatures for evlauations
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems,
business process redesign, and organizational changes?
None

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

None known

45. If you have any other concerns or comments about this functional area, please include them here.

None

Respondent 7 Submit date: May 13, 2005 E-mail address: ray.ratke@co.dmhmrsas.virginia.gov

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?				
Yes				
O No				
2. If no, plea associated f			eau that processes your pe	rsonnel actions and any
		Agency	Fee	Cost
	1.			
	2.			
	3.			
	4.			
	5.			
3. Does you	ır Ageı	ncy process personnel action	ons for any other Agencies?	
Yes				
O No				

4. If yes, please list.					
		Agency	Service/Support Provided	Associated Fees	
	1.	16 agencies of DMHMRSAS & Central Office	Limited to key positions, e.g. Facility Directors (CEOs of hospitals) & HR Directors, etc.	\$ 0	
	2.				
	3.				
	4.				
	5.				
5. Does you district?)	5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)				
Yes					
O No					
6. In what	format	does your Agency maintain	the official personnel file fo	or each employee?	
✓ hard	сору				
☐ electr	onic co	рру			
image	ed docu	uments			

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.				
	If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
	FTE Count (in	nclude tenths)		
Band - 1	_			
Band - 2				
Band - 3	.2			
Band - 4				
Band - 5				
Band - 6				
Band - 7				
Band - 8				
Band - 9				
Contracted Labor				
	other personnel action processing costs, r Agency incurs on an annual basis.	such as storage, printing, supplies, and		
	Activity	Cost		
1.	storage (file room), printing, supplies	\$ 100		
2.				
3.				
4.				
5.				

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?			
Y	⁄es		
O N	No.		

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3

	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	BES (Health Benefits)			\$ 0
2.	G2 Web Link (Workers Comp)			\$ 0
3.	CIPPS (Leave Acctng)			\$ 0
4.	OSHA Reporting (Safety)			\$ 0
5.	VRS (Retirement & disability)			\$ 0

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.	\$ 0	\$ 0	\$ 0	\$ 0
3.	\$ 0	\$ 0	\$ 0	\$ 0
4.	\$ 0	\$ 0	\$ 0	\$ 0
5.	\$ 0	\$ 0	\$ 0	\$ 0

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 100	\$ 0	\$ 0	DHRM System
2.	\$ 50	\$ 0	\$ 0	DHRM contracted system
3.	\$ 100	\$ 0	\$ 0	DOA System
4.	\$ 25	\$ 0	\$ 0	Federal System
5.	\$ 25	\$ 0	\$ 0	VRS System

11.	If you would like us to contact you for more information please check follow up.
	Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Compensation Trend Reports importing PME-480 into ACCESS and EXCEL	CO/HR	Quarterly and as needed
2.	Program Evaluation/Employee Relations reports using data from grievances, disciplinary actions, & manpower utilization to produce mgt. reports	16 Facilities & CO Mgt.	Quarterly and as needed
3.	Injury Reports merging systems G2 Weblink & EC32 software(Workers Comp.) & VSDP data	16 Facilities & CO Mgt.	Semi annually and as needed
4.	Educational Assistance Database in ACCESS	Management & Auditors	As needed
5.	Random Testing Alcohol & Drug Data Base	CO/HR & Facilities	Quarterly

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
Receiving/using several types of reports outside of PMIS & Agency. See #9,11
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
Yes
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
See # 11 - Compensation Trend data
2.
See # 11 - Manpower Utilization Reports
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

			d application or systers, frequency of use,		
	Applio	cation / System	Recipients/Providers	Frequency	Purpose
•	1. See #	11			
2	Check	nal Background as for aployment	16 Agencies (facilities), CO, & Private Providers of MH,MR, SA care	Daily	Preemployment
;	3.				
4	4.				
	5.				
	the purpo	ose of the inter	ed application or syst	ınderway or planned	for completion).
		cation / System	Recipients/Providers	Frequency	Purpose
		not identified in surveys			
2	2.				
;	3.				
4	4.				
<u> </u>	5.				
20. Do you knoworking with the			d personnel action in easier?	terfaces that you are	e currently not
O Yes					
No					
	ou requi	red to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes					
O No					

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?					
0	Yes				
•	D No				
23. If yes, please list the seasonal activities and the workload areas impacted.					
		Activity	Workload Area Impacted		

20. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.					
2.					
3.					
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP & Retro actions can be more complex because of varied shifts, differentials, frequency of overtime, on-call pay, etc. All of which can be different at each of the 16 sub-agencies (facilities) we service.

neeus.				
	Fair	Good	Excellent	
Personal Data	0	•	0	
Job Data	0	•	0	
Benefits Data	0	•	0	
Compensation Data	0	•	0	
New Hire Process	0	•	0	
Personnel Action Transactions	0	•	0	
Personal Data Change Transactions	0	•	0	
27. Please list up to five strengths of your current business processes for personnel action processing.				
1.				
Good foundation for reporting needs				
2.				
Easily understood				
3.				
Flexible				
4.				
Adaptable				
5.				

26. Please rate the quality of the following PMIS System components in meeting your Agency's

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
May help to have additional edits
2.
Automated Imaging to allow more paperless systems
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
Enhanced integration with leave accounting, etc.
2.
3.
4.
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
Compensation
2.
Workers Comp.
3.
Transactions, e.g. Address chgs, position establishment
4.
Performance Mgt.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
1. Some aspects of leave accounting
Some aspects of leave accounting
Some aspects of leave accounting
Some aspects of leave accounting 2.
Some aspects of leave accounting 2.
Some aspects of leave accounting 2. 3.
Some aspects of leave accounting 2. 3.
Some aspects of leave accounting 2. 3. 4.
Some aspects of leave accounting 2. 3. 4.
Some aspects of leave accounting 2. 3. 4.

0	No			
0.4				
34.	If yes, please	list the services available a	and any current issues or co	oncerns.
		Service		Issues / Concerns
	1.	DHRM Help Desk	Increased Acc DHRM)	ess (staffing is limited @
	2.			
	3.			
	4.			
	5.			
		•	,	
35.	ls formal prod	cess training available for us	sers of the systems?	
•	Yes			
0	No			
36.	If yes, please	provide a brief description	of the training, schedule, ar	nd cost information.
		Description	Schedule (e.g. 2x per year)	Cost per Student
	1.	DHRM provided (process, coding, utility)	2x per yr. @ Dept. HR Forums; Annually, sometimes as needed	\$ 0
	2.			
	3.			
	4.			
	5.			

33. Is there a call center or other support service provided for the users of the system?

Yes

37. Does the current training meet your Agency's needs?
Yes
O No
38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Discussion with DHRM, EDR, etc. re: problem & impact
40. How are system changes identified and prioritized?
In accordance with impact, severity, & budget

41. Please list system changes that have been made in the past 12 months.
1.
Enhancements to benefits system to accommodate new services & open enrollment needs
2.
Enhancements to VSDP to facilitate better mgt. reporting and timliness of information to agencies & recipients
3.
4.
5.
42. Please list pending system changes.
1.
None pending
2.
3.
4.
5.

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Statewide leave accounting toward a paperless system would be helpful. Other known upcoming organizational changes can be accommodated with existing systems.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No known restrictions.

45. If you have any other concerns or comments about this functional area, please include them here.

Most maintenance & other fees are paid by central agencies named in the survey. Little to no direct cost to individual agencies. Our training costs are \$0. - \$125 per employee(DHRM conference). annually for a limited number of employees because of no turnover in the few positions that interface with systems

Respondent 8 Submit date: May 15, 2005 E-mail address: dennis.johnson@governor.virginia.gov

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Age	ncy process its own person	nel actions?	
Yes			
O No			
2. If no, please lis associated fees a	at the Agency or service bure and costs.	eau that processes your pe	rsonnel actions and any
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
3. Does your Age	ncy process personnel action	ons for any other Agencies?	
Yes			
O No			

4. If yes, plea	ase li	st.		
		Agency	Service/Support Provided	Associated Fees
	1.	Lt Governor, Governor, Sec/Administration,Sec/Natur al Resources,Sec/Education,Se c/Technology	all	\$ 0
	2.	Sec/Transportaion, Sec/Public Safety,Sec/Hlth/Hum Resources, Sec/Finance	all	\$ 0
	3.	Sec/Commerce/Trade, Sec Agriculture-Forestry, Va Israel Advisory Board	all	\$ 0
	4.	Va Racing Commission, Va Liaison Office	all	\$ 0
	5.	Substance Abuse	all	\$ 0
5. Does your district?)YesNo	Age	ncy process personnel acti	ons at multiple work location	ns (local, regional,
6. In what for	mat.	does vour Agency maintain	the official personnel file fo	or each employee?
✓ hard cop		asos your Agency maintain	rano omoiai personnei me ic	or odon employee:
☐ electron	iic co	ру		
☐ imaged	docu	iments		

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.			
	If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.		
	FTE Count (in	nclude tenths)	
Band - 1			
Band - 2			
Band - 3			
Band - 4			
Band - 5			
Band - 6			
Band - 7			
Band - 8	1.0		
Band - 9			
Contracted Labor			
0 DI " (
	other personnel action processing costs, r Agency incurs on an annual basis.	such as storage, printing, supplies, and	
	Activity	Cost	
1.	n/a		
2.	n/a		
3.	n/a		
4.	n/a		
5.	n/a		

O Yes				
No				
such as Excel, A If you have more	e list the following info ccess, etc, used by yo entries than the spac will contact you for m	our agency that supp ce provided, please n	orts this process.	
Matrix: part 1 of 3				
	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.				
5.				
such as Excel, A If you have more	e list the following info ccess, etc, used by you entries than the space will contact you for m	our agency that supp ce provided, please n	orts this process.	
Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel

processes?

Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up. Follow Up 12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation. **Data Reported** Frequency Recipient 1. n/a 2. n/a

10. If yes, please list the following information for each application/system, including software

If you have more entries than the space provided, please mark "Follow Up" to the following

such as Excel, Access, etc, used by your agency that supports this process.

question and we will contact you for more information.

3.

4.

5.

n/a

n/a

n/a

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
n/a
2.
n/a
3.
n/a
4.
n/a
5.
n/a
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
O Yes
No No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	n/a			
2.	n/a			
3.	n/a			
4.	n/a			
5.	n/a			
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	n/a			
2.	n/a			
3.	n/a			
4.	n/a			
5.	n/a			
20. Do you know working with that	of specific automated would make your life	d personnel action in easier?	iterfaces that you are	e currently not
O Yes				
No				
	ı required to do manı	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

	22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?				
0	Yes				
•	No				

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.				
2.				
3.				
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.				
	Simple	Average	Complex	
VSDP	•	0	0	
Retroactive Actions	•	0	0	
Suspense (Future- dated) Actions	•	0	0	
Transfers from other Agencies	•	0	0	
Position Establishment and New Hires	•	0	0	
Undo Actions	•	0	0	
Bonus Authorizations	•	0	0	
Menu-enabled Transactions	•	0	0	
Leave Anniversary Dates	•	0	0	
Temporary Pay	•	0	0	

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)
n/a

	Fair	Good	Excellent
Personal Data	0	0	•
Job Data	0	0	•
Benefits Data	0	0	•
Compensation Data	0	0	•
New Hire Process	0	0	•
Personnel Action Transactions	0	0	•
Personal Data Change Transactions	0	0	•
27. Please list up processing.	to five strengths of your cu	rrent business processes fo	r personnel action
1.			
n/a			
2.			
n/a			
3.			
n/a			
4.			
n/a			
5. n/a			
11/4			

26. Please rate the quality of the following PMIS System components in meeting your Agency's

needs.

personnel action processing.
1.
n/a
2.
n/a
3.
n/a
4.
n/a
5.
n/a
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
n/a
2.
2.
2. n/a
2.n/a3.
2.n/a3.n/a
 2. n/a 3. n/a 4.

30. Please list the top five functions or components of the systems that work especially well.
1.
n/a
2.
n/a
3.
n/a
4.
n/a
5.
n/a
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
n/a
2.
n/a
3.
n/a
4.
n/a
5.
n/a
32. What process do you use to measure agency satisfaction with these functions or components?
n/a

33.	Is there a call	center or other support ser	vice provided for the	users of th	ne system?
0	Yes				
•	No				
34.	If yes, please	list the services available a	nd any current issue	s or conce	rns.
		Service		Issue	es / Concerns
	1.				
	2.				
	3.				
	4.				
	5.				
		ess training available for us	ers of the systems?		
0	Yes				
•	No				
36	If yes please	provide a brief description of	of the training sched	lule, and co	ost information
50.	ii yes, piease	Description	Schedule (e.g. 2x per		Cost per Student
	1.	Description	Ochedule (e.g. 2X per	year)	Cost per Student
	2.				
	3.				
	4.				
	5.				
37.	Does the curr	ent training meet your Agen	cv's needs?		
③	Yes	om-nammig moot your / tgori			
0	No				

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
n/a
40. How are system changes identified and prioritized?
n/a

41. Please list system changes that have been made in the past 12 months.
1.
n/a
2.
n/a
3.
n/a
4.
n/a
5.
n/a
42. Please list pending system changes.
1.
n/a
2.
n/a
3.
n/a
4.
n/a
5.
n/a
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
n/a

reengineer this business process? If so, please provide the relevant citation.
n/a
45. If you have any other concerns or comments about this functional area, please include them here.
n/a

44. Are there any specific state or federal laws or regulations that would restrict our ability to

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

associated fees a	and costs.	eau mai processes your pe	isonnei actions and any
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
0. D			
	ncy process personnel action	ons for any other Agencies:	
O Yes			
No			
4. If yes, please li	st.		
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

	Does your Age rict?)	ncy process personnel actions at multiple work locations (local, regional,
0	Yes	
•	No	
6. lı	n what format	does your Agency maintain the official personnel file for each employee?
✓	hard copy	
~	electronic co	ру
>	imaged docu	uments
etc. sala) in your Agen aried or wage,	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process,
If a	n employee or	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
If a	n employee or	contractor is not dedicated full time to this process, please add up the
If a	n employee or	contractor is not dedicated full time to this process, please add up the apployee time to reach an FTE total by pay band.
If a	n employee or centages of er	contractor is not dedicated full time to this process, please add up the apployee time to reach an FTE total by pay band.
If a	n employee or centages of er Band - 1	contractor is not dedicated full time to this process, please add up the apployee time to reach an FTE total by pay band.
If a	n employee or centages of er Band - 1 Band - 2	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths)
If a	n employee or centages of er Band - 1 Band - 2 Band - 3	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths)
If a	n employee or centages of er Band - 1 Band - 2 Band - 3 Band - 4	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .1
If a	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .1
If a	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .1
If a	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .1

1.				
' '	shredding		\$ 200	
2.				
3.				
4.				
5.				
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	cess personnel
O Yes				
No				
	ccess, etc, used by y	rmation for each app our agency that supp se provided, please r	orts this process.	
	will contact you for m		т опол ор но н	he following
				he following
question and we			Version	he following Maintenance fees
question and we	will contact you for m Application/System	nore information.		
question and we was Matrix: part 1 of 3	will contact you for m Application/System	nore information.		
question and we want Matrix: part 1 of 3	will contact you for m Application/System	nore information.		
question and we Matrix: part 1 of 3 1.	will contact you for m Application/System	nore information.		
question and we Matrix: part 1 of 3 1. 2. 3.	will contact you for m Application/System	nore information.		

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

Cost

Activity

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

	IS, please list any reports the cipient type, and frequency	hat are generated from your of generation.	system to include the
	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			
40 B : 1 11 11 1			
		you would like to receive that louse such as E480, or Age	
1.			
2.			
3.			
4.			
5.			
14 Doos vous Ag	oney use the central DHDN	A data warahayee to gapere	to ad has rope rte, queb es
E480, for personr	ency use the central DHRIV nel action data?	I data warehouse to genera	te au noc reports, such as
Yes			
O No			

15. If yes, please list examples of the types of reports or queries that you generate.
1.
FTE tracking
2.
Lists by pay band or role title for compensation studies
3.
State begin dates for layoff & potential retirees
4.
Information for EEO-4 report
5.
of terminations in a year
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	•	•	•	·
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
20. Do you know working with that	of specific automated would make your life	d personnel action in eeasier?	iterfaces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please	list the seasonal activities and the worklo	oad areas impacted.
	Activity	Workload Area Impacted
1.	Keying special rates for teachers due to COLAs granted by General Assembly	Benefits
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	•	0
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

We must key special rates for all teacher (Trainer and Instructor II)positions

needs.	le quality of the following Fr	wis system components in	meeting your Agency's
	Fair	Good	Excellent
Personal Data	0	•	0
Job Data	0	•	0
Benefits Data	0	•	0
Compensation Data	0	•	0
New Hire Process	0	•	0
Personnel Action Transactions	0	•	0
Personal Data Change Transactions	0	•	0
27. Please list up processing.	to five strengths of your cu	rrent business processes fo	r personnel action
1.			
DCE requires F	Pay Action Worksheets	(PAW) for compensatio	n transactions
2.			
HR requires ap	propriate documentatio	n from supvr for all pos	ition transactions
3.			
HR created a F conjunction wit		heet for employee trans	actions that is used in
4.			
	rs use a Hiring and Tra sitions or employees	nsfer form when adverti	sing and/or
5.			

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal
personnel action processing business process.
personnel action processing business process. 1.
Personnel Management system is not always consistent with PMIS, and therefore
Personnel Management system is not always consistent with PMIS, and therefore cannot be relied on for important reports
 Personnel Management system is not always consistent with PMIS, and therefore cannot be relied on for important reports 2.
Personnel Management system is not always consistent with PMIS, and therefore cannot be relied on for important reports PMIS and CIPPs interface
Personnel Management system is not always consistent with PMIS, and therefore cannot be relied on for important reports PMIS and CIPPs interface
Personnel Management system is not always consistent with PMIS, and therefore cannot be relied on for important reports PMIS and CIPPs interface 3.
Personnel Management system is not always consistent with PMIS, and therefore cannot be relied on for important reports PMIS and CIPPs interface 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
Various components of the PMIS system: Benefits
2.
recruit
3.
employee
4.
position
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
I.
Pecords in suspense require having our benefits administrator to take the
Records in suspense require having our benefits administrator to take the transaction to DHRM for keying
transaction to DHRM for keying
transaction to DHRM for keying 2.
transaction to DHRM for keying 2.
transaction to DHRM for keying 2.
transaction to DHRM for keying 2. 3.
transaction to DHRM for keying 2. 3.
transaction to DHRM for keying 2. 3. 4.
transaction to DHRM for keying 2. 3. 4.
transaction to DHRM for keying 2. 3. 4.

33. Is there a call center or other support service provided for the users of the system?					
•	Yes				
0	No				
34.	If yes, please	list the services available and any	current issues or co	ncerns.	
		Service	l:	ssues / Concerns	
	1.	DHRM Help desk			
	2.				
	3.				
	4.				
	5.				
		ess training available for users of t	he systems?		
0	Yes				
•	No				
36	If yes please	provide a brief description of the tr	aining schedule an	d cost information	
50.	ii yes, picase			Cost per Student	
	4	Description Schee	dule (e.g. 2x per year)	Cost per Student	
	1.				
	2.				
	3.				
	4.				
	5.				
37	Does the cur	ent training meet your Agency's ne	eds?		
③	Yes	on raining most your rigories one			
0	No				

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?
Sign-on by internet for PMIS.

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
-basiness process redesign, and organizational changes:

reengineer this business process? If so, please provide the relevant citation.
None
45. If you have any other concerns or comments about this functional area, please include them here.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.					
	Agency	Fee	Cost		
1.					
2.					
3.					
4.					
5.					
	ncy process personnel action	ons for any other Agencies?	?		
O Yes					
No					
4 If you place it	-4				
4. If yes, please li	Sl.				
	Agency	Service/Support Provided	Associated Fees		
1.					
2.					
3.					
4.					
5.					

5. Does your Age district?)	ncy process personnel actions at multiple work locations (local, regional,			
O Yes				
No				
6. In what format	does your Agency maintain the official personnel file for each employee?			
electronic co	ру			
☐ imaged docu	uments			
7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.				
	mployee time to reach an FTE total by pay band.			
percentages of er	mployee time to reach an FTE total by pay band.			
percentages of er	mployee time to reach an FTE total by pay band.			
percentages of er Band - 1 Band - 2	mployee time to reach an FTE total by pay band.			
Band - 1 Band - 2 Band - 3	FTE Count (include tenths)			
Band - 1 Band - 2 Band - 3 Band - 4	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .2			
Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .2			
Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .2			
Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .2			

postage, that your Agency incurs on an annual basis.						
	Act	ivity	Co	ost		
1.						
2.						
3.						
4.						
5.						
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	ocess personnel		
Yes						
O No						
such as Excel, Ac If you have more	10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.					
Matrix: part 1 of 3						
	Application/System Name	Module (if applicable)	Version	Maintenance fees		
1.	access		2003			
2.						
3.						
4.						
5.						
	l	l	l	<u> </u>		

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3					
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?	
1.				in-house project based on standard software	
2.					
3.					
4.					
5.					

11. If you would like us to contact you for more information please check follow up.	
☐ Follow Up	

	Data Reported	Recipient	Frequency			
1.	Quarterly Report	Senior management	every three months			
2.						
3.						
4.						
5.						
		you would like to receive that ouse such as E480, or Age				
1.						
Information use	eful for workforce planni	ng such as projected re	tirement dates			
2.						
Informaton on o	competencies/job requi	rements				
3.						
4.						
5.						
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?						
O Yes						
No						

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.				
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	•	•	•	·
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
20. Do you know working with that	of specific automated would make your life	d personnel action in eeasier?	iterfaces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?				
0	Yes			
•	No			

23. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.					
2.					
3.					
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	•	0
Suspense (Future- dated) Actions	0	0	•
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	0	•
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	0	•
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Prior service calculations and input are very complex as well as returns from leave without pay. Future dated transactions are no longer possible in PMIS, which creates great difficulty.

Personal Data	•	0	0	
Job Data	•	0	0	
Benefits Data	•	0	0	
Compensation Data	•	0	0	
New Hire Process	•	0	0	
Personnel Action Transactions	•	0	0	
Personal Data Change Transactions	•	0	0	
27. Please list up processing.	to five strengths of your cui	rrent business processes fo	r personnel action	
1.				
Comprehensive	e data gathering for em	ployees		
2.				
Compliance with state and federal regulations				
3.				
Accuracy of information				
4.				
5.				

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Excellent

Fair

needs.

personnel action processing.
1.
Eliminate multiple entries of data to prevent/decrease errors
2.
Better training/education for management & staff in business processes
3.
Assistance to employees with leave issues and a better understanding of the leave system
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1. Allow employees accessibility to their own records in order to verify personal
1. Allow employees accessibility to their own records in order to verify personal information
1. Allow employees accessibility to their own records in order to verify personal information 2.
1. Allow employees accessibility to their own records in order to verify personal information 2. Drop down menus would be very helpful in entering employee information
1. Allow employees accessibility to their own records in order to verify personal information 2. Drop down menus would be very helpful in entering employee information 3.
1. Allow employees accessibility to their own records in order to verify personal information 2. Drop down menus would be very helpful in entering employee information 3. On screen help for PMIS and online training
1. Allow employees accessibility to their own records in order to verify personal information 2. Drop down menus would be very helpful in entering employee information 3. On screen help for PMIS and online training 4.

28. Please list up to five opportunities for improvement in your current business processes for

30. Please list the top five functions or components of the systems that work especially well.
1.
See Question #23.
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
See Question #22
2.
3.
4.
5.
32 What process do you use to measure agency setisfaction with those functions or
32. What process do you use to measure agency satisfaction with these functions or components?
N/A

33. Is there a call center or other support service provided for the users of the system?						
0	Yes					
•	No					
34.	34. If yes, please list the services available and any current issues or concerns.					
		Service		ls	sues / Concerns	
	1.					
	2.					
	3.					
	4.					
	5.					
		ess training available for us	ers of the systems	s?		
0	Yes					
•	No					
36	If yes please	provide a brief description of	of the training sch	edule and	d cost information	
50.	ii yes, piease	Description	Schedule (e.g. 2x p		Cost per Student	
	1.	Description	Scriedule (e.g. 2x)	Dei yeai)	Cost per Student	
	2.					
	3.					
	4.					
	5.					
37.	Does the curr	ent training meet your Agen	cy's needs?			
0	Yes	gon you. Agon				
•	No					

38. If no, please list reasons.
1.
N/A
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
- submitted process reading and organizational onlinger.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

This survey is unclear. The Library does not currently have an electronic personnal action processing system. Personnal actions are handled manually except for data entry into PMIS and the in-house database. In addition, survey question #20 only allows for the lowest rating of 'fair' and in many cases PMIS would not even be considered to be that good.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
	Agency	Fee	Cost	
1.				
2.				
3.				
4.				
5.				
	ncy process personnel action	ons for any other Agencies?		
O Yes				
No				
7.0				
4. If yes, please li	st.			
	Agency	Service/Support Provided	Associated Fees	
1.				
2.				
3.				
4.				
5.				

	oes your Age rict?)	ency process personnel actions at multiple work locations (local, regional,
•	Yes	
0	No	
6. Ir	n what format	does your Agency maintain the official personnel file for each employee?
~	hard copy	
	electronic co	рру
	imaged docu	uments
etc. sala plea) in your Ager aried or wage, ase also provid n employee or	s of automated or manual Personnel Action Processing (e.g. data entry, filing, ncy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE. The contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
		FTE Count (include tenths)
	Band - 1	.0
	Band - 2	
	Band - 3	
	Band - 4	
	Band - 5	
	Band - 6	
	Band - 7	
	Band - 8	
	Danu - 0	
	Band - 9	

postage, that you	r Agency incurs on a	n annual basis.		
	Act	ivity	Co	ost
1.	Information unavailable	;		
2.				
3.				
4.				
5.				
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	ocess personnel
Yes				
O No				
such as Excel, Ac If you have more	list the following infoccess, etc, used by you entries than the space will contact you for m	our agency that supp ce provided, please r	ports this process.	
Matrix: part 1 of 3				
	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access Database			\$ 0
2.				
3.				
4.				
5.				
	I	1	I	I

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.	
☐ Follow Up	

	IS, please list any reports the cipient type, and frequency of the cipient type, and frequency of the cipient type.	hat are generated from you of generation.	r system to include the
	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			
		you would like to receive the louse such as E480, or Age	
1.			
Ability to create	e ad hoc desk top report	ts by management from	an HRIS
2.			
3.			
4.			
5.			
14. Does your Ag E480, for personr		I data warehouse to genera	ite ad hoc reports, such as
Yes			
O No			

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Ad hoc reports
2.
Agency employee/position information
3.
4.
5.
5.
46. De very know of personnel action reporting tools which you are currently not using that would
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
Yes
O No
17. If yes, please list the tools.
1.
HRIS system such as Oracle, SAP, etc. is needed with associated tools for agency specific use.
2.
3.
4.
5.

			d application or systers, frequency of use,		
		Application / System	Recipients/Providers	Frequency	Purpose
	1.	None			
	2.				
	3.				
	4.				
	5.				
			ed application or syst face (development u		
		Application / System	Recipients/Providers	Frequency	Purpose
	1.	None approved			
	2.				
	3.				
	4.				
	5.				
		-			
20. Do you knoworking with the	ow o at v	of specific automated would make your life	d personnel action in easier?	terfaces that you are	currently not
Yes					
O No					
21. If yes, are	you	required to do man	ual double data entry	in lieu of those auto	mated interfaces?
Yes					
O No					

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
0	Yes
•	No

23. If yes, please list the seasonal activities and the workload areas impacted.			
	Activity	Workload Area Impacted	
1.			
2.			
3.			
4.			
5.			

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	•	0
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	0	•
Undo Actions	0	•	0
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP, Return to work, Corrections Officer to Corrections Officer Senior (tracking status and transactions), payroll/timekeeping, 120 plus locations

0 Personal Data 0 • Job Data 0 0 • **Benefits Data** \odot 0 0 0 Compensation • 0 Data **New Hire Process** 0 0 • Personnel Action 0 0 \odot **Transactions** 0 0 **Personal Data** • Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. PMIS Transaction codes are more user friendly 2. PMIS access recently made easier 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Fair

needs.

Excellent

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Need integrated HRIS
2.
Need fully automated processing/eliminate manual payroll process
3.
Need one point data entry
4.
Need system for better and easier report generation
5.
Systems need to communicate, i.e., PMIS and CIPPS
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal

30. Please list the top five functions or components of the systems that work especially well.
1.
Unsure
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
Unsure
Unsure 2.
2.
2.
2. 3.
2. 3.
2. 3. 4.
2. 3. 4. 5.
2. 3. 4.

33. I	s there a call	center or other support ser	vice provided 1	for the users	of the system?
0	Yes				
•	No				
34. 1	f yes, please	list the services available a	nd any current	t issues or co	ncerns.
		Service		ļ.	ssues / Concerns
	1.				
	2.				
	3.				
	4.				
	5.				
		ess training available for us	sers of the syst	ems?	
0	Yes				
•	No				
36	fves nlease	provide a brief description of	of the training	schedule an	d cost information
50.1	ir yes, picase	Description	Schedule (e.g		Cost per Student
	1.	Description	Scriedule (e.g	. 2x per year)	Cost per Student
	2.				
	3.				
	4.				
	5.				
37.	Does the curr	ent training meet your Ager	ncy's needs?		
0	Yes	ont during most your / (go)			
0	No				

38. If no, please list reasons.					
1.					
Limited sessions of PMIS training					
2.					
3.					
4.					
5.					
39. Please identify the process that is followed to make changes and enhancements to the systems.					
N/A					
40. How are system changes identified and prioritized?					
Access system changes are handled inhouse					

41. Please list system changes that have been made in the past 12 months.					
1.					
Update of individual databases					
2.					
3.					
4.					
5.					
42. Please list pending system changes.					
1.					
Continuation of updates					
2.					
3.					
4.					
5.					

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

None pending unless an HRIS is purchases.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

45. If you have any other concerns or comments about this functional area, please include them here.

We use PMIS for transactions but have an Access database that is used in HR offices. The Access databases are unique to each Organizational Unit and do not represent an agency wide HRIS.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
	Agency	Fee	Cost	
1.				
2.				
3.				
4.				
5.				
	ncy process personnel action	ons for any other Agencies?		
O Yes				
No				
4. If yes, please li	st.			
	Agency	Service/Support Provided	Associated Fees	
1.				
2.				
3.				
4.				
5.				

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)			
0	Yes		
•	No		
6. Ir	n what format	does your Agency maintain the official personnel file for each employee?	
~	hard copy		
	electronic co	ру	
~	imaged docu	uments	
7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
		nployee time to reach an FTE total by pay band.	
	centages of er	nployee time to reach an FTE total by pay band.	
	centages of er	nployee time to reach an FTE total by pay band.	
	Band - 1 Band - 2	reployee time to reach an FTE total by pay band. FTE Count (include tenths)	
	Band - 1 Band - 2 Band - 3	reployee time to reach an FTE total by pay band. FTE Count (include tenths)	
	Band - 1 Band - 2 Band - 3 Band - 4	reployee time to reach an FTE total by pay band. FTE Count (include tenths)	
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	reployee time to reach an FTE total by pay band. FTE Count (include tenths)	
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	reployee time to reach an FTE total by pay band. FTE Count (include tenths)	
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	reployee time to reach an FTE total by pay band. FTE Count (include tenths)	

1.	printing forms & copyin	g replies	\$ 800			
2.	Postage		\$ 250			
3.	supplies		\$ 100			
4.	VITA CHARGES		\$ 200			
5.						
9. Excluding PMI processes?	S, does your Agency	utilize any applicatio	ons or systems to pro	ocess personnel		
O Yes						
No						
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.						
If you have more	ccess, etc, used by y entries than the space	our agency that suppose provided, please r	orts this process.			
If you have more	ccess, etc, used by y entries than the space	our agency that suppose provided, please r	orts this process.			
If you have more question and we	ccess, etc, used by y entries than the space	our agency that suppose provided, please r	orts this process.			
If you have more question and we	ccess, etc, used by y entries than the space will contact you for many Application/System	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following		
If you have more question and we Matrix: part 1 of 3	ccess, etc, used by y entries than the space will contact you for many Application/System	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following		
If you have more question and we Matrix: part 1 of 3	ccess, etc, used by y entries than the space will contact you for many Application/System	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following		
If you have more question and we Matrix: part 1 of 3 1.	ccess, etc, used by y entries than the space will contact you for many Application/System	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following		
If you have more question and we Matrix: part 1 of 3 1. 2. 3.	ccess, etc, used by y entries than the space will contact you for many Application/System	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following		

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

Cost

Activity

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

	Data Reported	Recipient	Frequency
1.	NONE		
2.			
3.			
4.			
5.			
40 Dec 11 - 111	. ()		
available from PM	of the types of reports that \frac{1}{2} flS, the DHRM Data Wareh	you would like to receive that ouse such as E480, or Age	at are currently not ncy application or system.
1.			
NONE			
2.			
3.			
4.			
5.			
14. Does your Ag E480, for personr		I data warehouse to genera	te ad hoc reports, such as
Yes			
O No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
PME 480
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would
make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	NONE			
2.				
3.				
4.				
5.				
10. Places list on	ch planned automate	ad application or evet	tom interfece by regin	pionto/providoro
	e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	NONE			
2.				
3.				
4.				
5.				
20. Do vou know	of annoisin outomate	d novembel cotion in	toufoco that were an	
working with that	of specific automated would make your life	d personnel action in e easier?	iterraces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	/ in lieu of those auto	mated interfaces?
O Yes				
O No				

	22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?			
•	Yes			
0	No			

23. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.	Va Employee Recognition Program	takes time away from personell issues			
2.	Employee Evaluation Period	Takes time away from normal HR Processing			
3. Summer grass cutting and construction		Requires additional HR processing actions			
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	•	0	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Notification from VSDP service provide is always late and sometime causes a delay in the employee benefits.

Job Data 0 0 • **Benefits Data** \odot 0 0 0 0 Compensation • Data **New Hire Process** 0 0 • Personnel Action 0 0 • **Transactions** 0 0 **Personal Data** \odot Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. It gets people hired. 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

0

Excellent

0

Fair

 \odot

needs.

Personal Data

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Simplicity of use
2.
Generate one master file with all employee data in that data base
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal
personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. None
personnel action processing business process. 1. None
personnel action processing business process. 1. None 2.
personnel action processing business process. 1. None 2.
personnel action processing business process. 1. None 2. 3.
personnel action processing business process. 1. None 2. 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
None
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
special pay adjustments and pay outside the normal band
special pay adjustments and pay outside the normal band
special pay adjustments and pay outside the normal band 2.
special pay adjustments and pay outside the normal band
special pay adjustments and pay outside the normal band 2. 3.
special pay adjustments and pay outside the normal band 2.
special pay adjustments and pay outside the normal band 2
special pay adjustments and pay outside the normal band 2. 3.
special pay adjustments and pay outside the normal band 2
special pay adjustments and pay outside the normal band 2
special pay adjustments and pay outside the normal band 2

33.	ls there	a call	center or other support serv	vice provided for the users	of the system?
•	Yes				
0	No				
				-	
34.	If yes,	please	list the services available a	nd any current issues or co	ncerns.
			Service		ssues / Concerns
		1.	none		
		2.			
		3.			
		4.			
		5.			
25	la form	ol proc	and training available for up	ore of the evetome?	
		ai proc	ess training available for us	ers or the systems?	
0	Yes				
0	No				
36.	If yes, p	olease	provide a brief description o	of the training, schedule, ar	nd cost information.
			Description	Schedule (e.g. 2x per year)	Cost per Student
		1.	See DHRM Web Page		
		2.			
		3.			
		4.			
		5.			
37.	Does th	ne curre	ent training meet your Agen	cy's needs?	
•	Yes				
0	No				

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
We have no system change capability.
40. How are system changes identified and prioritized?
N/A

41. Please list system changes that have been made in the past 12 months.
1.
NONE
2.
3.
4.
5.
42. Please list pending system changes.
1.
NONE
2.
3.
4.
E
5.
43. What current and planned key initiatives will impact the systems, such as new systems,
business process redesign, and organizational changes?
NONE

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Labor laws and regulations

45. If you have any other concerns or comments about this functional area, please include them here.

NONE

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.					
associated lees a	Agency	Fee	Cost		
	,				
1.					
2.					
3.					
4.					
5.					
	<u> </u>	<u> </u>			
3. Does your Age	ncy process personnel action	ons for any other Agencies?			
O Yes					
No					
4. If yes, please li	st.				
	Agency	Service/Support Provided	Associated Fees		
1.					
2.					
3.					
4.					
5.					

5. Does your Age district?)	ency process personnel actions at multiple work locations (local, regional,
O Yes	
No	
6. In what format	does your Agency maintain the official personnel file for each employee?
✓ hard copy	
electronic co	рру
☐ imaged docu	uments
etc.) in your Ager	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE.
	contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
	contractor is not dedicated full time to this process, please add up the
	contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
percentages of el	contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
percentages of en	r contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths)
Band - 1 Band - 2	r contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths)
Band - 1 Band - 2 Band - 3	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .8
Band - 1 Band - 2 Band - 3 Band - 4	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .8
Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .8
Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .8
Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .8

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.					
	Act	ivity	C	ost	
1.					
2.					
3.					
4.					
5.					
0 E			, ,		
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	ocess personnel	
Yes					
O No					
such as Excel, Ac If you have more	list the following infocess, etc, used by your entries than the space will contact you for m	our agency that supp ce provided, please r	oorts this process.		
such as Excel, Ac If you have more	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	oorts this process.		
such as Excel, Ac If you have more question and we	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	oorts this process.		
such as Excel, Ac If you have more question and we	ccess, etc, used by your contries than the space will contact you for many contact you for ma	our agency that suppose provided, please reproved information.	ports this process. mark "Follow Up" to t	he following	
such as Excel, Ad If you have more question and we Matrix: part 1 of 3	ccess, etc, used by your entries than the space will contact you for many statements. Application/System Name In house- Personnel	our agency that suppose provided, please report information. Module (if applicable)	oorts this process. mark "Follow Up" to t	the following Maintenance fees	
such as Excel, Ad If you have more question and we was Matrix: part 1 of 3	ccess, etc, used by your entries than the space will contact you for many statements. Application/System Name In house- Personnel	our agency that suppose provided, please report information. Module (if applicable)	oorts this process. mark "Follow Up" to t	the following Maintenance fees	
such as Excel, Ad If you have more question and we wanted Matrix: part 1 of 3 1.	ccess, etc, used by your entries than the space will contact you for many statements. Application/System Name In house- Personnel	our agency that suppose provided, please report information. Module (if applicable)	oorts this process. mark "Follow Up" to t	the following Maintenance fees	

such as Excel, Access, etc, used by your agency that supports this process.

If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

Employee Training costs
Contractor Support Technology costs Operation costs

1. \$0

2. 3. 4.

10. If yes, please list the following information for each application/system, including software

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

5.

Matrix: part 3 of 3					
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?	
1.					
2.					
3.					
4.					
5.					

☐ Follow Up	11. I	f you would like us to contact you for more information please check follow up.
		Follow Up

	Data Reported	Recipient	Frequency
1.	Employee transactions	Management	Daily
2.			
3.			
4.			
5.			
		you would like to receive that ouse such as E480, or Age	
1.			
Reports on wag	ge employees		
2.			
3.			
4.			
5.			
14 Daga yayır Azı	oney use the control DUDA	Lalata wanahawaa ta ganana	to ad because who are
E480, for personr		l data warehouse to genera	te ad noc reports, such as
Yes			
O No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

Salary data
2.
Prospective retirement candidates
3.
Employees by locality, activity code
4.
Transaction reports
5.
EEO data
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
Yes
O No
17. If yes, please list the tools.
17. If yes, please list the tools.1.
1.
1. People Admin
1. People Admin 2.
1. People Admin 2. SAP
1. People Admin 2. SAP 3.
1. People Admin 2. SAP 3. People Soft
1. People Admin 2. SAP 3. People Soft 4.

15. If yes, please list examples of the types of reports or queries that you generate.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.					
		Application / System	Recipients/Providers	Frequency	Purpose
	1.	Oracle/fed to agency dashboard	Management	Daily	Up to date data on employee population
	2.				
	3.				
	4.				
	5.				
40 Planes list					sia mata (no considera
				tem interface by recipulation interface by recipulation in the contract the contract of the co	
		Application / System	Recipients/Providers	Frequency	Purpose
	1.	On hold due to PPEA effort			
	2.				
	3.				
	4.				
	5.				
		of specific automated would make your life		terfaces that you are	currently not
Yes					
O No					
21. If yes, are	you	ı required to do manı	ual double data entry	/ in lieu of those auto	mated interfaces?
Yes					
O No					

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?			
0	Yes		
•	No		

23. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.					
2.					
3.					
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	0	•
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	0	•
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Shift differential - specifically updating the shift differential amount with other salary actions such as performance increases. Non-state pay supplements and changes to that amount with other salary actions such as performance increases. In general, there is a certain level of complexity to all transactions because staff members need to be familiary with transaction processing codes.

Job Data 0 0 \odot **Benefits Data** \odot 0 0 0 Compensation \odot 0 Data **New Hire Process** 0 0 \odot Personnel Action 0 0 \odot **Transactions Personal Data** \odot 0 0 Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. Our systems tracks actions real time and feed data to our dashboard daily. 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

0

Fair

 \odot

needs.

Personal Data

Excellent

0

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Need one fully integrated system for all HR/payroll functions.
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. Full integrated
personnel action processing business process. 1. Full integrated 2.
personnel action processing business process. 1. Full integrated 2. No double keying
1. Full integrated 2. No double keying 3.
1. Full integrated 2. No double keying 3. Easy to use - drop down menus versus transaction codes
1. Full integrated 2. No double keying 3. Easy to use - drop down menus versus transaction codes 4.
1. Full integrated 2. No double keying 3. Easy to use - drop down menus versus transaction codes 4. Ad-hoc reporting

30. Please list the top five functions or components of the systems that work especially well.
1.
Agency developed system has drop down menus, no transactions codes.
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
Any kind of corrections, retroactive actions, or suspense actions are very complex and usually require DHRM assistance.
2.
3.
4.
5.
32. What process do you use to measure agency satisfaction with these functions or

Comments from management on the dashboard data.

components?

33. Is there a call center or other support service provided for the users of the system?						
0	Yes					
•	No					
34.	34. If yes, please list the services available and any current issues or concerns.					
		Service		ls	ssues / Concerns	
	1.					
	2.					
	3.					
	4.					
	5.					
		ess training available for us	ers of the systems	s?		
0	Yes					
•	No					
36	If yes please	provide a brief description of	of the training sch	edule an	d cost information	
50.	ii yes, piease	Description	Schedule (e.g. 2x		Cost per Student	
	1.	Description	Scriedule (e.g. 2x)	pei yeai)	Cost per Student	
	2.					
	3.					
	4.					
	5.					
37.	Does the curr	ent training meet your Agen	cy's needs?			
0	Yes	gon you. Agon				
•	No					

38. If no, please list reasons.
1.
Training is not always available when new employees are hired.
2.
3.
J.
<u></u>
4.
5.
U.

39. Please identify the process that is followed to make changes and enhancements to the systems.

Work with the developer of the system

40. How are system changes identified and prioritized?

Changes are identified by finding something that doesn't work or a new requirement. Changes are prioritized based on staffing resources and workload.

41. Please list system changes that have been made in the past 12 months.
1.
Entire system has had modifications.
2.
3.
4.
5.
42. Please list pending system changes.
1.
Continue enhancements that streamline processing.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

On hold due to the PPEA effort.

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44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Need a systems to replace PMIS that easily interfaces with other systems and is easy to use (such as drop down menus versus transactions codes). Need to be able to generate real time reports (static and ad-hoc).

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.			
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
	ncy process personnel action	ons for any other Agencies?	
O Yes			
No			
4. If yes, please li	st.		
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)			
Yes			
O No			
6. In what format	does your Agency maintain the official personnel file for each employee?		
electronic co	ру		
☐ imaged docu	iments		
etc.) in your Ager salaried or wage, please also provid If an employee or	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE. The contractor is not dedicated full time to this process, please add up the apployee time to reach an FTE total by pay band.		
	inproject anno to reach arrive in total by pay barran		
	FTE Count (include tenths)		
Band - 1			
Band - 1 Band - 2			
Band - 2			
Band - 2 Band - 3	FTE Count (include tenths)		
Band - 2 Band - 3 Band - 4	FTE Count (include tenths) .1		
Band - 2 Band - 3 Band - 4 Band - 5	FTE Count (include tenths) .1		
Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	FTE Count (include tenths) .1		
Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	FTE Count (include tenths) .1		

	Act	ivity	Co	ost		
1.	Do not track separately	/				
2.						
3.						
4.						
5.						
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	cess personnel		
O Yes						
No						
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.						
Matrix: part 1 of 3	Matrix: part 1 of 3					
	Application/System Name	Module (if applicable)	Version	Maintenance fees		
1.						
2.						
3.						
4.						
5.						

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

Data Reported Recipient Frequency 1.	data reported, red	cipient type, and frequency	or generation.	
2. 3. 4. 5. 13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system. 1. 2. 3. 4. 4. 5.		Data Reported	Recipient	Frequency
3. 4. 5. 13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system. 1. 2. 3. 4. 5. 14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as	1.			
13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system. 1. 2. 4. 5. 14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as	2.			
13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system. 1	3.			
13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system. 1	4.			
available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system. 1	5.			
available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system. 1	40 D	-6.41 t		
2				
3. 4. 5. 14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as	1.			
3. 4. 5. 14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as				
4. 5. 14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as	2.			
4. 5. 14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as				
5. 14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as	3.			
5. 14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as				
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as	4.			
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as				
	5.			
	14 Dogg vous Ag	oney use the central DUDA	l data warahawa ta garare	to ad has reperte auch se
E480, for personnel action data?			r data warenouse to genera	te au noc reports, such as
O Yes	O Yes			
No No	No			

12. Excluding PMIS, please list any reports that are generated from your system to include the

15. If yes, please list examples of the types of reports or queries that you generate.
1.
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 D				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automated would make your life		terfaces that you are	e currently not
O Yes				
No				
21. If yes, are you	ı required to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

	22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?			
0	Yes			
•	No			

23. If yes, please list the seasonal activities and the workload areas impacted.		
	Activity	Workload Area Impacted
1.		
2.		
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	0	•
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	0	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Retroactive actions - we can't always access to make changes Future-dated actions - the system doesn't always update in a timely manner Undo actions - have to send to DHRM

Personal Data	0	•	0	
Job Data	0	•	0	
Benefits Data	0	•	0	
Compensation Data	0	•	0	
New Hire Process	0	•	0	
Personnel Action Transactions	0	•	0	
Personal Data Change Transactions	0	•	0	
27. Please list up to five strengths of your current business processes for personnel action processing.				
1.				
Current data available to assist employees				
	2.			
Timeliness of entering transactions				
3.				
Ability to print off transactions locally to keep records up to date				
4.				
5.				

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Excellent

Fair

needs.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Integrate PMIS with payroll and CIPPS
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
Integration of PMIS with payroll and CIPPS
2.
3.
4.
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
PSE003,005 & 009 have been streamlined and work well
2.
PSB301 has been re-vamped and works well
3.
DHRM web site updated in a tmely manner and is very hepful
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
Hard to distinguish which codes to use for transactions
2.
Some screens are confusing - too much data in a small space
3.
Sometimes the system doesn't update employee files in a timely manner
4.
5.

32. What process do you use to measure agency satisfaction with these functions or components?

Quarterly customer survey of DMME staff's satisifaction with Office of Human Resources support - Target 90% or greater satisifaction.

33.	Is there a call	center or other support ser	vice provided	for the users	of the system?
•	Yes				
0	No				
34.	If yes, please	list the services available a	nd any curren	t issues or co	ncerns.
		Service		I	ssues / Concerns
	1.	PMIS Helpdesk		timeliness of re	esponse to problems
	2.				
	3.				
	4.				
	5.				
		ess training available for us	ers of the sys	tems?	
•	Yes				
0	No				
26	lf voo places	provide a brief description of	of the training	achadula an	ed aget information
30.	ii yes, piease		-		
		Description		յ. 2x per year)	Cost per Student
	1.	Intro to PMIS System	4 x year		\$ 50
	2.				
	3.				
	4.				
	5.				
27	Dogo the own	ont training mant to the American	- ۵ مار می را در در		
		ent training meet your Ager	icy's needs?		
0	Yes				
•	No				

38. If no, please list reasons.
1.
Training offered in Richmond only - HR staff located in far southwestern Virginia
2.
Changes to PMIS/BES are not communicated to agencies
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Notify the helpdesk to request changes
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the eveterns auch as new eveterns
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.
45. If you have any other concerns or comments about this functional area, please include them here.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?					
O Yes					
No					
2. If no, please lis associated fees a	et the Agency or service bure and costs.	eau that processes your pe	rsonnel actions and any		
	Agency	Fee	Cost		
1.	THe Department of Humna Resources Management, HR Division	\$ 0	\$ 0		
2.					
3.					
4.					
5.					
3. Does your Agency process personnel actions for any other Agencies?					
O Yes					
No					

4. If yes, please list.						
		Agency	Service/Support Provided	Associated Fees		
	1.					
	2.					
	3.					
	4.					
	5.					
5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)						
O Yes						
No						
6. In what format does your Agency maintain the official personnel file for each employee?						
✓ hard c	сору					
□ electro	onic copy					
☐ image	d docume	nts				

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.					
	contractor is not dedicated full time to thin nployee time to reach an FTE total by page				
	FTE Count (include tenths)				
Band - 1	.0				
Band - 2	.0				
Band - 3	.0				
Band - 4	.0				
Band - 5	.0				
Band - 6	.0				
Band - 7	.0				
Band - 8	.0				
Band - 9	.0				
Contracted Labor	.0				
^ D					
	other personnel action processing costs, r Agency incurs on an annual basis.	such as storage, printing, supplies, and			
	Activity	Cost			
1.					
2.					
3.					
4.					
5.					

O Yes					
No					
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.					
Matrix: part 1 of 3					
	Application/System Name	Module (if applicable)	Version	Maintenance fees	
1.					
2.					
3.					
4.					
5.					
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.					
Matrix: part 2 of 3					
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs	
1.					
2.					
3.					
4.					
5.					

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel

processes?

Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up. Follow Up 12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation. **Data Reported** Frequency Recipient 1. 2. 3. 4. 5.

10. If yes, please list the following information for each application/system, including software

If you have more entries than the space provided, please mark "Follow Up" to the following

such as Excel, Access, etc, used by your agency that supports this process.

question and we will contact you for more information.

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
● Yes
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Hurman reports on pay differentials/comparisons
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 D				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automated would make your life		terfaces that you are	e currently not
O Yes				
No				
21. If yes, are you	ı required to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
0	Yes
•	No

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.				
2.				
3.				
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	•	0	0
Retroactive Actions	•	0	0
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	•	0	0
Undo Actions	•	0	0
Bonus Authorizations	•	0	0
Menu-enabled Transactions	•	0	0
Leave Anniversary Dates	•	0	0
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

None. EDR has 14 employees. We notify DHRM of personnel actions and they process. This is an efficient system for a small agency.

Job Data 0 0 0 **Benefits Data** 0 0 0 0 0 Compensation 0 Data **New Hire Process** 0 0 0 Personnel Action 0 0 0 **Transactions** 0 0 0 **Personal Data** Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. **Efficient** 2. **High Quality Service** 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

0

Excellent

0

Fair

0

needs.

Personal Data

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
2.
3.
4.
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
1.
1.
2.
2. 3.
2.
2. 3. 4.
2. 3.
2. 3. 4.
2
2. 3. 4.

33.	Is there a call	center or other support ser	vice provided for the	users of the system?
0	Yes			
•	No			
34.	If yes, please	list the services available a	nd any current issues	s or concerns.
		Service		Issues / Concerns
	1.			
	2.			
	3.			
	4.			
	5.			
			·	
		ess training available for us	ers of the systems?	
0	Yes			
•	No			
26	If you places	provide a brief description	of the training echod	ula and seet information
30.	ii yes, piease	provide a brief description of		
	_	Description	Schedule (e.g. 2x per y	year) Cost per Student
	1.			
	2.			
	3.			
	4.			
	5.			
37	Does the curr	ent training meet your Agen	icv's needs?	
<i>⊙</i>	Yes	ent training meet your Agen	ey s neeus!	
0	No			
	NU			

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
-basiness process readsign, and organizational changes:

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not that we're aware.

45. If you have any other concerns or comments about this functional area, please include them here.

Note: Questions 27-34 are not applicable to us because we do not process personnel actions. The design of this survey forces us to select a yes or no answer with several of these questions even though they really do not apply to us.

Respondent 16 Submit date: May 18, 2005 E-mail address: bob.weaver@dhrm.virginia.gov

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?				
Ye	Yes			
O No	O No			
2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
		Agency	Fee	Cost
	1.			
	2.			
	3.			
	4.			
	5.			
3. Does	your Age	ncy process personnel action	ons for any other Agencies?	
Ye	S			
O No				

4. If yes, please list.			
	Agency	Service/Support Provided	Associated Fees
1.	DFP, DMBE	Full HR services based on annual fee per agency	\$ 10,000
2.	Aging, Comp Board	Full HR services based on annual fee per agency	\$ 10,000
3.	CG & DRPT	Full HR services based on annual fee per agency	\$ 10,000
4.	DOAV	Full HR services based on annual fee per agency	\$ 10,000
5.	CHR, EDR,	Primarily HR transactions assistance	\$ 0
5. Does your Age district?)	ency process personnel actio	ons at multiple work location	ns (local, regional,
O Yes			
No			
6. In what format	does your Agency maintain	the official personnel file fo	r each employee?
✓ hard copy			
☐ electronic co	рру		

imaged documents

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.			
If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
	FTE Count (include tenths)		
Band - 1			
Band - 2			
Band - 3	.4		
Band - 4			
Band - 5	.3		
Band - 6	.3		
Band - 7			
Band - 8			
Band - 9			
Contracted Labor			
	other personnel action processing costs, r Agency incurs on an annual basis.	such as storage, printing, supplies, and	
	Activity	Cost	
1.	n/a		
2.			
3.			
4.			
5.			

0	Yes				
•	No				
such If yo	10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.				
Matrix	: part 1 of 3				
		Application/System Name	Module (if applicable)	Version	Maintenance fees
	1.				
	2.				
	3.				
	4.				
	5.				
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.					
Matrix	: part 2 of 3				
		Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
	1.				
	2.				
	3.				
	4.				
	5.				

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up. Follow Up 12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation. **Data Reported** Frequency Recipient 1. 2. 3. 4. 5.

10. If yes, please list the following information for each application/system, including software

If you have more entries than the space provided, please mark "Follow Up" to the following

such as Excel, Access, etc, used by your agency that supports this process.

question and we will contact you for more information.

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
● Yes
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Salary surveys
2.
Workforce planning queries
3.
EEO Calculator
4.
Applicant tracking data
5.
File uploads
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.				
	Application / System	Recipients/Providers	Frequency	Purpose
1.	PMIS/BES	DOA/Health Care Providers	daily	personnel transactions
2.				
3.				
4.				
5.				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automated would make your life		terfaces that you are	e currently not
O Yes				
No				
21. If yes, are you	ı required to do manı	ual double data entry	y in lieu of those auto	omated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please list the seasonal activities and the workload areas impacted.			
	Activity	Workload Area Impacted	
1.	annual performance evaluation	Transactions/HR	
2.	annual healthcare open enrollment	Transactions/Health Benefits	
3.			
4.			
5.			

Agency.			
	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	•	0	0
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	•	0
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0
25 What unique	needs or complexities in pro	cessing personnel actions	does vour Agency have?

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)
n/a

0 Personal Data 0 • Job Data 0 0 • **Benefits Data** 0 \odot 0 0 Compensation 0 • Data **New Hire Process** 0 • 0 Personnel Action 0 • 0 **Transactions** 0 0 0 **Personal Data** Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. automated process 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Excellent

Fair

needs.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
ability to back out "certain" transactional data w/o seeking assistance from central HR agency
2.
2.
3.
4.
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
Interaction between PMIS & BES
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
1. ability to make corrections
ability to make corrections
ability to make corrections
ability to make corrections 2.
ability to make corrections 2.
ability to make corrections 2. 3.
ability to make corrections 2. 3.
ability to make corrections 2. 3. 4.
ability to make corrections 2. 3. 4.
ability to make corrections 2. 3. 4.
ability to make corrections 2

33. Is there a call	center or other support ser	vice provided for the users	of the system?
O Yes			
No			
34. If yes, please	list the services available a	and any current issues or co	ncerns.
	Service		ssues / Concerns
1.			
2.			
3.			
4.			
5.			
05 la farmalare			
	cess training available for us	sers of the systems?	
Yes			
O No			
36. If ves. please	provide a brief description	of the training, schedule, an	nd cost information.
, ,,	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS	approx. 2x per year	\$0
2.	BES	approx . 2x per year	\$0
3.			
4.			
5.			
37. Does the curr	rent training meet your Age	ncy's needs?	
Yes			
O No			

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
All changes are coordinated with IT & Health Care systems manager

40. How are system changes identified and prioritized?

As determined by IT and/or Office of Health Benefits (system owners)

41. Please list system changes that have been made in the past 12 months.
1.
Enhanced features of Employee Direct
2.
3.
4.
5.
42. Please list pending system changes.
1.
not known
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
Not aware of any at this time

No
45. If you have any other concerns or comments about this functional area, please include them here.
No

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please lis associated fees a	t the Agency or service bur and costs.	eau that processes your pe	rsonnel actions and any
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
0. D			
	ncy process personnel action	ons for any other Agencies?	
O Yes			
No			
4 - 16			
4. If yes, please li	St. 		
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Do		ncy process personnel actions at multiple work locations (local, regional,
0	Yes	
•	No	
6. In	what format	does your Agency maintain the official personnel file for each employee?
~	hard copy	
	electronic co	ру
	imaged docu	uments
etc.) salar pleas	in your Agen ried or wage, se also provid employee or	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE. contractor is not dedicated full time to this process, please add up the
pero	entages of er	mployee time to reach an FTE total by pay band.
рего	entages of er	
рего	entages of er Band - 1	mployee time to reach an FTE total by pay band.
рско		mployee time to reach an FTE total by pay band.
реге	Band - 1	mployee time to reach an FTE total by pay band.
perc	Band - 1 Band - 2	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
perc	Band - 1 Band - 2 Band - 3	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
perc	Band - 1 Band - 2 Band - 3 Band - 4	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	reployee time to reach an FTE total by pay band. FTE Count (include tenths)

	Activity	Cost
1.		
2.		
3.		
4.		
5.		
9. Excluding PMIS processes?	S, does your Agency utilize any application	ons or systems to process personnel
Yes		
O No		

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 1 of 3				
	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access (Applicant Tracking and Employee Training)	Primary Information	2000	\$ 0
2.	Access (Applicant Tracking and Employee Training)	Benefits Information	2000	\$ 0
3.	Access (Applicant Tracking and Employee Training)	Education Information	2000	\$0
4.	Access (Applicant Tracking and Employee Training)	Personal Information	2000	\$ 0
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$0	\$ 0	\$ 0
2.	\$ 0	\$ 0	\$ 0	\$ 0
3.	\$ 0	\$ 0	\$ 0	\$ 0
4.	\$ 0	\$ 0	\$ 0	\$ 0
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees \$0 \$0 \$0 Developed for inhouse needs 2. \$0 \$0 \$0 Developed for inhouse needs \$0 \$0 \$0 3. Developed for inhouse needs \$0 \$0 4. \$0 Developed for inhouse needs 5.

11.	If you would like us to contact you for more information please check follow up.
	Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	Employee Training Information	Management	Quarterly
2.	Employee Education Information	Management	As Requested
3.	Service Award Information	Management	Quarterly
4.	Employee Emergency Information	Management	As Requested
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
O Yes
No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

			d application or systers, frequency of use,		
		Application / System	Recipients/Providers	Frequency	Purpose
	1.				
	2.				
	3.				
	4.				
	5.				
			ed application or syst face (development u		
		Application / System	Recipients/Providers	Frequency	Purpose
	1.				
	2.				
	3.				
	4.				
	5.				
20. Do you working wi	th that v	of specific automated would make your life	d personnel action in easier?	iterfaces that you are	e currently not
Yes					
O No					
	are you	required to do man	ual double data entry	in lieu of those auto	mated interfaces?
Yes					
O No					

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please list the seasonal activities and the workload areas impacted.			
	Activity	Workload Area Impacted	
1.	Training	Human Resources	
2.	Performance Management	Agency	
3.	Compensation	Director's Office and Human Resources	
4.			
5.			

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.			
	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	•	0
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	0	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	0	•

25. What unique needs or complexities in processing personnel actions does your Agency have?
(For example, VSDP, transfers, retroactive, future dated transactions, etc)

0 Personal Data \odot 0 Job Data 0 0 • **Benefits Data** \odot 0 0 0 Compensation 0 • Data **New Hire Process** 0 0 \odot Personnel Action 0 0 \odot **Transactions** 0 0 **Personal Data** \odot Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. Data is easily retrieveable 2. Excellent management cooperation 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Excellent

Fair

needs.

30. Please list the top five functions or components of the systems that work especially well.
1.
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
Benefits Enrollment System (BES) difficult to navigate
2.
2.
2. VSDP has limitations due to communication issues between DHRM and VRS
2. VSDP has limitations due to communication issues between DHRM and VRS
2. VSDP has limitations due to communication issues between DHRM and VRS 3.
2. VSDP has limitations due to communication issues between DHRM and VRS 3.
2. VSDP has limitations due to communication issues between DHRM and VRS 3. 4.
2. VSDP has limitations due to communication issues between DHRM and VRS 3. 4.
2. VSDP has limitations due to communication issues between DHRM and VRS 3. 4.

33.	Is there a ca	ll center or other support servic	e provided for the users o	of the system?
0	Yes			
•	No			
34.	If yes, pleas	e list the services available and	any current issues or cor	ncerns.
		Service	ls	ssues / Concerns
	1			
	2			
	3			
	4			
	5			
		cess training available for user	s of the systems?	
0	Yes			
•	No			
36	If ves please	e provide a brief description of	the training schedule an	d cost information
00.	n yee, pleas		Schedule (e.g. 2x per year)	Cost per Student
	1		Concodic (c.g. 2x per year)	Oost per oldderit
	2			
	3			
	4			
	5			
37.	Does the cu	rent training meet your Agency	/'s needs?	
0	Yes			
•	No			
0	No			

38. If no, please list reasons.
1.
Outdated materials
2.
Limited direction
3.
Only two points of contact statewide for IT problem resolution
4.
Help desk responses are not always timely
5.
File respository has too many undefined codes
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?

Unknown

41. Please list system changes that have been made in the past 12 months.
1.
Unknown
2.
3.
4.
5.
42. Please list pending system changes.
1.
Unknown
2.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
Unknown
OTHATIOWIT

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

This question should be addressed to the Department of Human Resource Management.

45. If you have any other concerns or comments about this functional area, please include them here.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any

associated fees and costs.					
	Agency	Fee	Cost		
1.					
2.					
3.					
4.					
5.					
3. Does your Age	ncy process personnel action	ons for any other Agencies?	•		
O Yes					
No					
4. If yes, please li	st.				
	Agency	Service/Support Provided	Associated Fees		
1.					
2.					
3.					
4.					
5.					

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)		
0	Yes	
O I	No	
6. ln v	what format	does your Agency maintain the official personnel file for each employee?
✓ I	hard copy	
	electronic co	ру
□ i	imaged docu	uments
etc.) i salari pleas	in your Agen led or wage, le also provid	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE.
		contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
		mployee time to reach an FTE total by pay band.
	entages of er	mployee time to reach an FTE total by pay band.
	entages of er Band - 1	mployee time to reach an FTE total by pay band.
	Band - 1 Band - 2	mployee time to reach an FTE total by pay band.
	Band - 1 Band - 2 Band - 3	FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4	reployee time to reach an FTE total by pay band. FTE Count (include tenths) 2
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	reployee time to reach an FTE total by pay band. FTE Count (include tenths) 2
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	reployee time to reach an FTE total by pay band. FTE Count (include tenths) 2
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	reployee time to reach an FTE total by pay band. FTE Count (include tenths) 2

postage, that your Agency incurs on an annual basis.					
	Acti	vity	Co	ost	
1.	Printing of documents f	or the personnel file			
2.	Storage, both active an	d terminate employees			
3.					
4.					
5.					
9. Excluding PMIS processes?	9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?				
O Yes					
No					
such as Excel, Ac If you have more	list the following info ccess, etc, used by you entries than the space will contact you for m	our agency that supp ce provided, please r	orts this process.		
Matrix: part 1 of 3					
	Application/System Name	Module (if applicable)	Version	Maintenance fees	
1.					
2.					
3.					
4.					
5.					

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

	Data Reported	Recipient	Frequency
1.	FMLA tracking	HR staff	as needed
2.			
3.			
4.			
5.			
<u> </u>	<u> </u>		<u> </u>
13. Provide a list of available from PM	of the types of reports that y	ou would like to receive the	at are currently not
1.	ne, the Britain Bata Waren	5455 54511 45 E 166, 61 7 195	ney application of eyetem.
FMLA tracking	report		
2.			
3.			
4.			
т.			
5.			
14. Does your Ag E480, for personr	ency use the central DHRM nel action data?	data warehouse to genera	te ad hoc reports, such as
O Yes			
No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.				
	Application / System	Recipients/Providers	Frequency	Purpose
1.	PMIS/BES	HR Staff	Daily	Update/review records
2.				
3.				
4.				
5.				
	ach planned automate e purpose of the inte			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	•			
	of specific automated would make your life		iterfaces that you are	e currently not
O Yes				
No				
21. If yes, are yo	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?			
0	Yes		
•	No		

23. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.					
2.					
3.					
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	•	0
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	•	0
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Transfers from other state agencies - we have to wait on the other agency to do their part.

Adding someone as a dependent to health insurance when that person had their seperate coverage as an employee with another agency

0 0 **Personal Data** \odot Job Data 0 0 \odot **Benefits Data** \odot 0 0 0 0 Compensation • Data **New Hire Process** 0 0 • Personnel Action 0 0 • **Transactions** 0 0 **Personal Data** • Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Fair

needs.

Excellent

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
New user friendly system
2.
Less cumbersome screens
3.
Colors were changed to be easier to read and they aren't.
4.
Training on various reports to generate from our existing system
5.
Documents generated on one page rather than having it spread over two pages.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal

personnel action processing business process.
1.
Easy to read; not so jumbled up
2.
Use of words not codes i.e. PSE009
3.
4.
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
significant manual effort.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.1.
significant manual effort.
significant manual effort. 1.
significant manual effort. 1.
significant manual effort. 1.
1. 2.
significant manual effort. 1.
1. 2.
1. 2. 3.
1. 2.
1. 2. 3.
1. 2. 3.
1
1

32. What process do you use to measure agency satisfaction with these functions or components?

None - it is HR system and we tolerate it and use it because it is what is available to us by DHRM

33. ls	there a call	center or other support s	ervice provided for the users	of the system?
	es			
0 N	lo			
34. If y	es, please	list the services available	and any current issues or co	oncerns.
		Service		Issues / Concerns
	1.	DHRM Personnel	None currentl	у
	2.			
	3.			
	4.			
	5.			
Y	formal proc es	ess training available for	users of the systems?	
36. If y	/es, please	provide a brief description	n of the training, schedule, a	nd cost information.
		Description	Schedule (e.g. 2x per year)	Cost per Student
	1.	PMIS at PDS	4 x year	\$ 0
	2.			
	3.			
	4.			
	5.			
			,	
		ent training meet your Ag	ency's needs?	
	es			
	lo			

38. If no, please list reasons.				
1.				
Would like more training on reports that can be produced.				
2.				
3.				
4.				
5.				

39. Please identify the process that is followed to make changes and enhancements to the systems.

Unknown; PMIS belongs to DHRM

40. How are system changes identified and prioritized?

Unknown; PMIS/BES and HuRMan belong to DHRM and Reportline belongs to another agency other than us.

41. Please list system changes that have been made in the past 12 months.
1.
Screen colors
2.
Access through the web
3.
4.
5.
42. Please list pending system changes.
1.
2.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
business process reassign, and organizational orlanges.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

45. If you have any other concerns or comments about this functional area, please include them here.

Our PMIS system is cumbersome and appears to be old fashioned in how entries are made and data is retrieved.

Respondent 19 Submit date: May 18, 2005 E-mail address: bill.price@dcr.virginia.gov

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?						
Yes						
O No	O No					
2. If no, please li associated fees	st the Agency or service bure and costs.	eau that processes your pe	rsonnel actions and any			
Agency Fee Cost						
1.						
2.						
3.						
4.	4.					
5.						
3. Does your Agency process personnel actions for any other Agencies?						
Yes						
O No	O No					

4. If yes, please list.						
		Agency	Service/Support Provided	Associated Fees		
	1.	Chippokes Plantation Farm Foundation (319)	All HR support	\$ 0		
	2.					
	3.					
	4.					
	5.					
5. Does district?)		ncy process personnel acti	ions at multiple work locatio	ns (local, regional,		
O Yes	3					
No						
6. In wha	at format	does your Agency maintair	n the official personnel file fo	or each employee?		
✓ har	d copy					
□ ele	ctronic co	рру				
□ ima	aed docu	ıments				

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.			
If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
	FTE Count (in	nclude tenths)	
Band - 1			
Band - 2			
Band - 3	.2		
Band - 4			
Band - 5	.5		
Band - 6			
Band - 7			
Band - 8			
Band - 9			
Contracted Labor			
0 DI " 1			
8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.			
	Activity	Cost	
1.	Printing		
2.	Supplies		
3.	Postage		
4.			
5.			

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?			
•	Yes		
0	No		
10	If you placed list the following information for each application/avatem, including aethylars		

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Ma	Matrix: part 1 of 3				
		Application/System Name	Module (if applicable)	Version	Maintenance fees
	1.	P-3 Log	Excel		\$ 0
	2.	Wage database	Access		
	3.				
	4.				
	5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	For tracking PMIS transactions and reasons for.
2.				There is no state system for tracking wage employee data.
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up	
☐ Follow Up	

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
A report from PMIS that provides race and gender information on the same report.
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
Yes
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Ad-hoc reports; request varies with demand for information
2.
E480 report
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
Yes
O No
17. If yes, please list the tools.
1.
PeopleSoft
2.
Oracle system (can't recall name of application)
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 D				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automated would make your life		terfaces that you are	e currently not
O Yes				
No				
21. If yes, are you	ı required to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in connel action processing?
•	Yes
0	No

23. If yes, please	list the seasonal activities and the worklo	oad areas impacted.
	Activity	Workload Area Impacted
1.	Seasonal State Parks employees	Pay Action Worksheets and new hire paperwork generated for each position
2.	Open Enrollment	Keying of open enrollment changes; printing reports
3.	Annual Evaluation Period	Tracking, keying, filing
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	0	•
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

DCR has competitive and non-competitive transfers within divisions, upward roles changes, retroactive increases, large volume of seasonal wage hires.

0 **Personal Data** 0 • Job Data 0 0 • **Benefits Data** 0 \odot 0 0 Compensation 0 • Data **New Hire Process** 0 0 \odot Personnel Action 0 0 • **Transactions** 0 0 **Personal Data** \odot Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Fair

needs.

Excellent

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Training on how to complete a Pay Action Worksheet at the manager level
2.
On-line processing
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal
personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. Ease of use
personnel action processing business process. 1. Ease of use 2.
personnel action processing business process. 1. Ease of use 2. Accessible at manager/supervisor level
personnel action processing business process. 1. Ease of use 2. Accessible at manager/supervisor level 3.
1. Ease of use 2. Accessible at manager/supervisor level 3. Tutorial
personnel action processing business process. 1. Ease of use 2. Accessible at manager/supervisor level 3. Tutorial 4.
1. Ease of use 2. Accessible at manager/supervisor level 3. Tutorial 4. Web based

30. Please list the top five functions or components of the systems that work especially well.
1.
Approval process; well defined in the agency
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
1. Incomplete PAWs turned in to HR
Incomplete PAWs turned in to HR
Incomplete PAWs turned in to HR 2.
Incomplete PAWs turned in to HR 2. Information required for PAWs not easily accessible for managers/supervisors.
Incomplete PAWs turned in to HR 2. Information required for PAWs not easily accessible for managers/supervisors. 3.
Incomplete PAWs turned in to HR 2. Information required for PAWs not easily accessible for managers/supervisors. 3. Approval process; because it is a manual effort
Incomplete PAWs turned in to HR 2. Information required for PAWs not easily accessible for managers/supervisors. 3. Approval process; because it is a manual effort
Incomplete PAWs turned in to HR 2. Information required for PAWs not easily accessible for managers/supervisors. 3. Approval process; because it is a manual effort 4.
Incomplete PAWs turned in to HR 2. Information required for PAWs not easily accessible for managers/supervisors. 3. Approval process; because it is a manual effort 4.
Incomplete PAWs turned in to HR 2. Information required for PAWs not easily accessible for managers/supervisors. 3. Approval process; because it is a manual effort 4
Incomplete PAWs turned in to HR 2. Information required for PAWs not easily accessible for managers/supervisors. 3. Approval process; because it is a manual effort 4

33. Is there a cal	center or other support se	ervice provided for the users	of the system?
O Yes			
No			
34. If yes, please	list the services available	and any current issues or co	oncerns.
	Service		Issues / Concerns
1.			
2.			
3.			
4.			
5.			
YesNo	cess training available for u		
36. If yes, please	provide a brief description	n of the training, schedule, ar	nd cost information.
	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	DHRM Open Enrollment PMIS Training	4 X year	\$ 60
2.			
3.			
4.			
5.			
	rent training meet your Age	ency's needs?	
O Yes No			
No			

38. If no, please list reasons.
1.
Very basic, be helpful if computer based
2.
Need intermediate and advance training levels
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Managed by DHRM
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
-basiness process redesign, and organizational changes:

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Privacy concerns, HIPPA Privacy Act

45. If you have any other concerns or comments about this functional area, please include them here.

A system that intergrates with payroll would be helpful. A system that captures discplinary actions in addition to the employee's position, personnel data, and Health care information.

Question #7: We cannot provide cost data specifically related to Personnel Actions. We can provide a cost for "all" HR functions performed by the HR office, but not broken out as requested in this survey.

Respondent 20 Submit date: May 18, 2005 E-mail address: vethomson@deq.virginia.gov

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.					
	Agency	Fee	Cost		
1.					
2.					
3.					
4.					
5.					
	ncy process personnel action	ons for any other Agencies?	?		
O Yes					
No					
4 If you place it	-4				
4. If yes, please li	Sl.				
	Agency	Service/Support Provided	Associated Fees		
1.					
2.					
3.					
4.					
5.					

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)			
0	Yes		
•	No		
6. Ir	what format	does your Agency maintain the official personnel file for each employee?	
~	hard copy		
	electronic co	ру	
	imaged docu	iments	
etc.) sala plea	in your Agen ried or wage, ase also provid a employee or	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE. contractor is not dedicated full time to this process, please add up the apployee time to reach an FTE total by pay band.	
		FTE Count (include tenths)	
	Band - 1		
	Band - 2	1.0	
	Band - 3	1.0	
	Band - 4	1.0	
	Band - 5	2.0	
	Band - 6		
	Band - 7		
	Band - 8		
	Band - 9		
Co	ontracted Labor		

1.				
2.				
3.				
4.				
5.				
9. Excluding PMIS processes?	S, does your Agency	utilize any applicatio	ons or systems to pro	ocess personnel
Yes				
O No				
such as Excel, Ac If you have more	ccess, etc, used by y	ormation for each appour agency that suppose provided, please recorded information.	orts this process.	
Matrix: part 1 of 3				
	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Oracle	HR		
2.	Microsoft Excel			
3.				
4.				
5.		1		
5.				

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

Cost

Activity

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3						
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?		
1.				integrated system with financial systems		
2.						
3.						
4.						
5.						

11.	If you would like us to contact you for more information please check follow up.
~	Follow Up

	Data Reported	Recipient	Frequency
1.	EEO Report	DHRM	monthly
2.			
3.			
4.			
5.			
42 Describe a lint	af tha towards the te		at and an important
	of the types of reports that y IIS, the DHRM Data Wareh		
1.			
2.			
3.			
4.			
5.			
14 Does your Ag	ency use the central DHRM	I data warehouse to genera	te ad hoc reports, such as
E480, for personr	nel action data?	- data warehouse to genera	no da 1100 10porto, 30011 as
Yes			
O No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Employees' salaries
2.
Employees by role title and cost code
3.
Employees demographics - years of service and age
4.
Filled and vacant positions
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.				
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	•	•	•	·
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
20. Do you know working with that	of specific automated would make your life	d personnel action in eeasier?	iterfaces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?			
•	Yes		
0	No		

23. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.	Summer Internship - Agency-wide	Human Resources, payroll, finance			
2.	Healthcare/Flex Open Enrollment - Agency-wide	Benefits Team, payroll			
3.	Annual Performance Evaluations	Human Resources, payroll			
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	•	0	0
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	0	•	0
Undo Actions	•	0	0
Bonus Authorizations	•	0	0
Menu-enabled Transactions	•	0	0
Leave Anniversary Dates	0	•	0
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

None - normal day-to-day transactions

Excellent Fair Good Personal Data 0 \odot 0 Job Data • 0 0 **Benefits Data** 0 \odot 0 0 Compensation • 0 Data **New Hire Process** • 0 0 Personnel Action 0 0 • **Transactions** 0 **Personal Data** \odot 0 Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. Easy and quick - very little falls through the cracks - appropriate staff notified - quick turnaround time 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

needs.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
enable Agency system to interface with PMIS - eliminate double entry
2.
Get away from paper notification to electronic notification
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
Allow a system to be able to track an employee's history from their original hire date - listing every position held within the state, all salary changes, role changes and any personnel action taken
2.
Enable an Agency to conduct a reference check from a system to ensure an honest assessment of an employee is provided - central warehouse
3.
Get away from paper copies of personnel files to electronic copies
4.
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
Electronic access to P-3
2.
Leave expiration list
3.
Ability to view suspense records
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
significant manual effort.
significant manual effort. 1.
1. Ability to key current employee transactions if suspense record exists in BES record
1. Ability to key current employee transactions if suspense record exists in BES record
1. Ability to key current employee transactions if suspense record exists in BES record 2.
1. Ability to key current employee transactions if suspense record exists in BES record 2.
1. Ability to key current employee transactions if suspense record exists in BES record 2
1. Ability to key current employee transactions if suspense record exists in BES record 2

32. What process do you use to measure agency satisfaction with these functions or components?					
i i	HR Director has an open door policy for management and employees to suggest improvement. The Agency Director has an "Ask the Director" feature on the Agency's Intranet for employees to ask questions or share concerns on any issue.				
00 1					
		center or other support serv	rice provided for the users (of the system?	
0 \	Yes				
0 1	Vo				
34. If	yes, please	list the services available ar	nd any current issues or co	ncerns.	
		Service	l:	ssues / Concerns	
	1.				
	2.				
	3.				
	4.				
	5.				
35. ls	formal proc	ess training available for use	ers of the systems?		
0 \	Yes				
1	No				
36. If	yes, please	provide a brief description of	f the training, schedule, an	d cost information.	
		Description	Schedule (e.g. 2x per year)	Cost per Student	

36. If yes, please provide a brief description of the training, scriedule, and cost information.			
	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			

37. Does the current training meet your Agency's needs?
37. Does the current training meet your Agency's needs:
Yes
O No
38. If no, please list reasons.
1.
2.
3.
4.
5.
J.
39. Please identify the process that is followed to make changes and enhancements to the systems.
When an issue arises the HR team meets to discuss the problems/issues and makes adjustments to process. IT, HR and Finance meets monthly to discuss current functions and ways to improve the current process.

We meet monthly - identify issues, discuss timelines - prioritize according to business needs

40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
Web-access to PMIS
2.
PME480 - structure change
3.
BES codes update
4.
Enhancements to data access screens
5.
42. Please list pending system changes.
1.

1.
further implement oracle HR data capture and reporting features
2.
3.
J.
4.
5.

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

DEQ will implement Oracle Time and LAbor and eliminate CIPPS leave tracking. planned 09/2005

reeligilieer this busiliess process? It so, please provide the relevant citation.
45. If you have any other concerns or comments about this functional area, please include them here.

44. Are there any specific state or federal laws or regulations that would restrict our ability to

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please lis	t the Agency or service bure	eau that processes your pe	rsonnel actions and any
associated fees a	ind costs.		
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
3. Does your Age	ncy process personnel actio	ons for any other Agencies?	
O Yes			
No			
4. If yes, please li	st.		
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)		
0	Yes	
•	No	
6. In	what format	does your Agency maintain the official personnel file for each employee?
~	hard copy	
	electronic co	рру
	imaged docu	uments
etc.) sala plea	in your Agen ried or wage, se also provid	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE.
		contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
		nployee time to reach an FTE total by pay band.
	entages of er	nployee time to reach an FTE total by pay band.
	entages of er	nployee time to reach an FTE total by pay band.
	Band - 1	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .3
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .3
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .3
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .3

1.	All mentioned not know	/n	\$ 0	
2.				
3.				
4.				
5.				
9. Excluding PMIs processes?	S, does your Agency	utilize any applicatio	ons or systems to pro	ocess personnel
O Yes				
No				
such as Excel, Ac If you have more	list the following infoccess, etc, used by ye entries than the space will contact you for m	our agency that supp ce provided, please r	oorts this process.	
Matrix: part 1 of 3				
	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.				
2.				
3.				
4.		1	i	
4.				
5.				

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

Cost

Activity

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Facilities costs not Printing and Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

	Data Reported	Recipient	Frequency
1.	None that are automated		
2.			
3.			
4.			
5.			
40 B : 1 : 1 : 1			
available from PM	of the types of reports that IIS, the DHRM Data Wareh	you would like to receive that nouse such as E480, or Age	at are currently not ncy application or system.
1.			
A report of recr	uited positions		
2.			
A report of hou	rly, (wage) employees a	and a means to track the	eir hours worked
3.			
4.			
5.			
	(1		
14. Does your Ag E480, for personr		/I data warehouse to genera	te ad hoc reports, such as
Yes			
O No			
O No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Service Awards
2.
Demograhphic data for workforce plan
3.
Performance Ratings report
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.					
	Application / System	Recipients/Providers	Frequency	Purpose	
1.	None known				
2.					
3.					
4.					
5.					
40. Diagon list on	ah ulaunad autamata		intoutono bu un sin	:	
	ch planned automate e purpose of the inte				
	Application / System	Recipients/Providers	Frequency	Purpose	
1.	None known				
2.					
3.					
4.					
5.					
00 D			(1-1		
	of specific automate would make your life		iterfaces that you are	e currently not	
O Yes					
No					
	u required to do man	ual double data entry	/ in lieu of those auto	mated interfaces?	
O Yes					
O No					

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
0	Yes
•	No

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.				
2.				
3.				
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	0	•
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	0	•
Bonus Authorizations	•	0	0
Menu-enabled Transactions	0	0	•
Leave Anniversary Dates	0	0	•
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP disability approvals do not coordinate with pay periods.

0 0 Personal Data \odot Job Data 0 0 • **Benefits Data** \odot 0 0 0 0 Compensation • Data **New Hire Process** 0 • 0 Personnel Action 0 0 \odot **Transactions** 0 0 **Personal Data** \odot Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. It is well documented 2. It is very accurate 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Excellent

Fair

needs.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Have automated personnel transactions
2.
Have electronic submissions of transactions to payroll
3.
Have automated leave submissions to eliminate paper leave forms
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
Automated
2.
User friendly
3.
No duplication of entry
4.
Decentralized authority
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
Sending transactions to payroll
2.
3.
4.
5.
32. What process do you use to measure agency satisfaction with these functions or components?

We have none at this time. We have sent out surveys in the past

Page 341 of 572

33. Is there a call center or other support service provided for the users of the system?						
•	Yes					
0	No					
34.	If yes, please	list the services available a	nd any current	t issues or co	ncerns.	
		Service		Į:	ssues / Concerns	
	1.	DHRM Helpline		PMIS issues		
	2.					
	3.					
	4.					
	5.					
0.5	la famoral musa			۱۵۰۰۰۵ ۱۵۰۰۰۵		
	Yes	ess training available for us	ers of the syst	tems?		
0	No					
0	INO					
36.	If yes, please	provide a brief description	of the training,	schedule, an	d cost information.	
		Description	Schedule (e.g		Cost per Student	
	1.	Training on how to use PMIS	Not sure		\$ 0	
	2.	Training on CIPPS leave	Not sure		\$ 0	
		system				
	3.					
	4.					
	5.					
07-						
		ent training meet your Ager	icy's needs?			
0	Yes					
0	No					

38. If no, please list reasons.
1.
2.
3.
4.
5.

39. Please identify the process that is followed to make changes and enhancements to the systems.

Either the Department of Human Resource Management or the Department of Accounts has to make changes or enhances. The agency can make some PMIS transaction changes.

40. How are system changes identified and prioritized?

We have not made any requests for changes

41. Please list system changes that have been made in the past 12 months.
1.
None
2.
3.
4.
4.
5.
42. Please list pending system changes.
1.
None
2.
3.
4.
E
5.
40 Mbs. Comment and plants of land 184 Comment and 184 Comment and 184 Comment and 184 Comment and 184 Comment
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
None known

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Not sure

45. If you have any other concerns or comments about this functional area, please include them here.

PMIS and CIPPS are not coordinated effectively. PMIS is a cumbersome system. It is very frustrating to be working in PMIS, receive a phone call, and then return to PMIS and have all work gone.

1. Does your Agency process its own personnel actions?

Yes

No

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0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.					
associated lees a	Agency	Fee	Cost		
	,				
1.					
2.					
3.					
4.					
5.					
	<u> </u>	<u> </u>			
3. Does your Age	ncy process personnel action	ons for any other Agencies?			
O Yes					
No					
4. If yes, please li	st.				
	Agency	Service/Support Provided	Associated Fees		
1.					
2.					
3.					
4.					
5.					

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)				
•	Yes			
0	No			
6. Ir	n what format	does your Agency maintain the official personnel file for each employee?		
>	hard copy			
	electronic co	ру		
	imaged docu	uments		
7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.				
		mployee time to reach an FTE total by pay band.		
	centages of er	mployee time to reach an FTE total by pay band.		
	centages of er	mployee time to reach an FTE total by pay band.		
	Band - 1 Band - 2	FTE Count (include tenths)		
	Band - 1 Band - 2 Band - 3	FTE Count (include tenths) 5.0		
	Band - 1 Band - 2 Band - 3 Band - 4	FTE Count (include tenths) 5.0 4.9		
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	FTE Count (include tenths) 5.0 4.9		
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	FTE Count (include tenths) 5.0 4.9		
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	FTE Count (include tenths) 5.0 4.9		

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.							
	Activity Cost						
1.	agency does not collect	\$ 0					
2.	2.						
3.							
4.							
5.							
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	cess personnel			
O Yes							
No							
such as Excel, Ac If you have more	10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.						
Matrix: part 1 of 3							
	Application/System Name	Module (if applicable)	Version	Maintenance fees			
1.							
2.							
3.							
4.							
5.							

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

	Data Reported	Recipient	Frequency
1.	none		
2.			
3.			
4.			
5.			
available from PM	of the types of reports that y IIS, the DHRM Data Wareh		
1.			
Notification of p	ourchase of prior service	Э	
2.			
3.			
4.			
_			
5.			
44 Dansama			4
14. Does your Ag E480, for personr	ency use the central DHRM nel action data?	r data warenouse to genera	te ad noc reports, such as
Yes			-
O No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
transactions reports
2.
pay action reports
3.
EEO assessments
4.
Years of service reports
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	none			
2.				
3.				
4.				
5.				
40 0				
	ich planned automate e purpose of the inte			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	none			
2.				
3.				
4.				
5.				
20. Do you know working with that	of specific automate would make your life	d personnel action in e easier?	iterfaces that you are	currently not
O Yes				
No				
	u required to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?		
•	Yes	
0	No	

23. If yes, please list the seasonal activities and the workload areas impacted.		
	Activity	Workload Area Impacted
1.	Inclement Weather/Disaster Related	Human Resources, Payroll, Security and Emergency Management and District Operations
2.	Summer Interns/Summer staff	Human Resources, Payroll, and District Operations
3.		
4.		
5.		

24. Please rate the f	ollowing personnel	transactions in terr	ns of level of con	plexity for your
Agency.				

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	0	•
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	0	0
Leave Anniversary Dates	0	0	•
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Would possibly apply to all state agencies: VSDP

Staff on loan from/to other Agencies. Special staff assignments. At-Will employees.

0 0 \odot Job Data 0 0 • **Benefits Data** 0 \odot 0 0 Compensation • 0 Data **New Hire Process** 0 0 \odot Personnel Action 0 0 \odot **Transactions Personal Data** \odot 0 0 Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. Some sytems edits/checks and balances 2. Specified transaction codes assigned 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Fair

needs.

Personal Data

Excellent

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Ability to fix non complex problems without going to DHRM
2.
Ability to view personnel transactions from other agencies when bringing someone aboard.
3.
PMIS and CIPPS to interface with simultaneous updates
4.
Ability to capture wage as well as classified employees
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
Ability to reduce duplication of data entry by poplulating data simultaneously
2.
Real time data for retrieval and reporting
3.
Systems flexibility/customization
4.
Ability to maintain detailed historical data
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
BES data
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
Calculation of service
2.
Correction of keying errors
3.
Researching history
4.
T.
r
5.
22 What weepen do you you to manage a granty action with these functions and
32. What process do you use to measure agency satisfaction with these functions or components?
None

33. Is there a call	center or other support ser	vice provided for the users	of the system?
Yes			
O No			
04.15			
34. If yes, please	list the services available a		
	Service		ssues / Concerns
1.	DHRM helpdesk	Usually must v	vait for a response
2.			
3.			
4.			
5.			
YesNo	ess training available for us		nd cost information.
	Description	Schedule (e.g. 2x per year)	Cost per Student
1.	PMIS	sporadic	\$0
2.	BES	sporadic	\$0
3.			
4.			
5.			
	rent training meet your Ager	ncy's needs?	
O Yes			
No			

38. If no, please list reasons.
1.
Prefer hands on training
2.
More frequent training
3.
Timely communication of system changes
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Notify DHRM
40. How are system changes identified and prioritized?
Unknown-DHRM process

41. Please list system changes that have been made in the past 12 months.
1.
Additonal drop down fields
2.
New field data entry requirements
3.
4.
5.
42. Please list pending system changes.
1.
Unknown-DHRM system
2.
۷.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
basiness process reactign, and organizational changes:

reengineer this business process? If so, please provide the relevant citation.
No
45. If you have any other concerns or comments about this functional area, please include them here.

44. Are there any specific state or federal laws or regulations that would restrict our ability to

1. Does your Agency process its own personnel actions?

Yes

5.

 \odot

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

O No			
2. If no, please lis associated fees a	st the Agency or service bure and costs.	eau that processes your pe	rsonnel actions and any
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
	ency process personnel action	ons for any other Agencies	?
Yes			
O No			
4. If yes, please li	st.		
	Agency	Service/Support Provided	Associated Fees
1.	Board of Accountancy	All	\$ 0
2.	Motor Vehicle Dealer Board	All	\$ 0
3.			
4.			

	oes your Age rict?)	ency process personnel actions at multiple work locations (local, regional,
0	Yes	
•	No	
6. Ir	n what format	does your Agency maintain the official personnel file for each employee?
~	hard copy	
	electronic co	рру
	imaged docu	uments
etc. sala) in your Agen aried or wage,	s of automated or manual Personnel Action Processing (e.g. data entry, filing, acy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE.
		contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
		mployee time to reach an FTE total by pay band.
	centages of er	mployee time to reach an FTE total by pay band.
	centages of er	mployee time to reach an FTE total by pay band.
	Band - 1 Band - 2	mployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3	FTE Count (include tenths) 1.0
	Band - 1 Band - 2 Band - 3 Band - 4	FTE Count (include tenths) 1.0
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	The state of the s
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	The state of the s
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	The state of the s

postage, that your Agency incurs on an annual basis.			
	Activity	Cost	
1.	Storage	\$ 30,000	
2.	Printing	\$ 1,700	
3.	Supplies	\$ 2,500	
4.	Postage	\$ 3,600	
5.			

	xcluding PMISesses?	S, does your Agency	utilize any applicatio	ons or systems to pro	cess personnel
•	Yes				
0	No				
such If yo ques	n as Excel, Ac u have more stion and we v	cess, etc, used by ye	our agency that suppose provided, please r	olication/system, inclusionts this process. nark "Follow Up" to t	
Matrix	: part 1 of 3				
		Application/System Name	Module (if applicable)	Version	Maintenance fees
	1.	Q & A			
	2.	DMV HRO Interface			
	3.	Excel			
	4.				

5.

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0			
2.	\$ 0			
3.	\$ 750			
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.	
☐ Follow Up	

12.	Excluding PMI	S, please lis	st any reports	that are ge	nerated from	your system to	include the
data	reported, reci	pient type,	and frequenc	y of generat	ion.		

	Data Reported	Recipient	Frequency
1.	Employee Listing by Administration	Executive Staff and Budget Office	semi-monthly
2.	Overtime Costs Projections	Management	Monthly
3.	MEL tracking	HR and Executive staff	weekly
4.	Employee Relations Data	HR andf Management	Daily
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
Reports in "real time"
2.
Total benefit reports, ie. health care, deferred comp.,etc.
3.
Employee interactive capability
4.
5.

	Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as 0, for personnel action data?
•	Yes
0	No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Termination Reposts
2.
Turnover Rates
3.
Workforce Planning statistics
4.
Statewide employee and position data comparison
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
● No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.				
	Application / System	Recipients/Providers	Frequency	Purpose
1.	480/PMIS report	In-house Interface	semi-monthly	ad-hoc reports
2.	Hermann/PMIS	HR staff	monthly	EEO statistics, Employee Trans.
3.	484/PMIS	In-house VSDP system	semi-monthly	tracks STD and LTD
4.				
5.				
	ch planned automate e purpose of the inte			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	HRO Interface re- write	all	daily	total integrated system
2.	Applicant tracking	all	daily	employment activity
3.	Time and Attendance			
4.				
5.				
	of specific automate would make your life		terfaces that you are	e currently not
Yes				
O No				
21. If yes, are you	u required to do man	ual double data entry	in lieu of those auto	omated interfaces?
Yes				
O No				

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?				
0	Yes			
•	No			
23. If yes, please list the seasonal activities and the workload areas impacted.				
		Activity	Workload Area Impacted	

23. Il yes, piease ilst the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.					
2.					
3.					
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	0	•
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP, Internal transfers, retroactions, Dealer Board transactions

	Fair	Good	Excellent	
Personal Data	•	0	0	
Job Data	0	•	0	
Benefits Data	•	0	0	
Compensation Data	•	0	0	
New Hire Process	0	•	0	
Personnel Action Transactions	•	0	0	
Personal Data Change Transactions	0	•	0	
27. Please list up to five strengths of your current business processes for personnel action processing.				
1.				
HR Interface System				
2.				
HR VSDP System				
3.				
Relationship between HR and payroll				
4.				
HR consultation with management				
5.				

26. Please rate the quality of the following PMIS System components in meeting your Agency's

needs.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
All inclusive HR system, including time and attendance
2.
need for real time data
3.
employees assessibility to persona portfolio
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. no dual entry
personnel action processing business process. 1. no dual entry 2.
no dual entry 2. no consatraints from centralized agency
1. no dual entry 2. no consatraints from centralized agency 3.
1. no dual entry 2. no consatraints from centralized agency 3. document imaging
1. no dual entry 2. no consatraints from centralized agency 3. document imaging

30. Please list the top five functions or components of the systems that work especially well.
1.
In-house VSDP system
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
No integration between PMIS and CIPPS
No integration between PMIS and CIPPS
No integration between PMIS and CIPPS 2.
No integration between PMIS and CIPPS 2. No automated Time and Attendance
No integration between PMIS and CIPPS 2. No automated Time and Attendance
No integration between PMIS and CIPPS 2. No automated Time and Attendance 3.
No integration between PMIS and CIPPS 2. No automated Time and Attendance 3.
No integration between PMIS and CIPPS 2. No automated Time and Attendance 3. 4.
No integration between PMIS and CIPPS 2. No automated Time and Attendance 3. 4. 5.
No integration between PMIS and CIPPS 2. No automated Time and Attendance 3. 4.

33. Is there a call center or other support service provided for the users of the system?						
0	O Yes					
No						
34.	If yes, please	list the services available a	nd any current issu	ues or cor	ncerns.	
		Service		ls	ssues / Concerns	
	1.					
	2.					
	3.					
	4.					
	5.					
25	la farmal mus		ana af tha ayatana	.0		
	Yes	cess training available for us	sers of the systems	5 f		
0	No					
•	INU					
36.	If ves. please	provide a brief description	of the training, sch	edule. and	d cost information.	
	•	Description	Schedule (e.g. 2x p		Cost per Student	
	1.				·	
	2.					
	3.					
	4.					
	5.					
37.	Does the cur	rent training meet your Ager	ncy's needs?			
•	Yes					
0	No					

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Technology process request to IT Department
40. How are system changes identified and prioritized?
Determined by agency's IT portfolio

41. Please list system changes that have been made in the past 12 months.
1.
Agency pay action module
2.
HRO interface
3.
on-line application
4.
5.
42. Please list pending system changes.
1.
same as above
2.
2.
2. 3.
3.
3.

43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

Implementation of the Federal Real ID Act, Centralizatioon of agency functions

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

DHRM constraints, Homeland Security, Fingerprinting

45. If you have any other concerns or comments about this functional area, please include them here.

CIPPS and PMIS Integration

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?				
Yes				
O No				
2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
	Agency	Fee	Cost	
1.				
2.				
3.				
4.				
5.				
3. Does your Ag	ency process personnel action	ons for any other Agencies?		
Yes				
O No				

4. If yes, please list.						
		Agency	Service/Support Provided	Associated Fees		
	1.	Office of Commonwealth Prepardeness		\$ 0		
	2.					
	3.					
	4.					
	5.					
	5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)					
0	Yes					
•	No					
6. In what format does your Agency maintain the official personnel file for each employee?						
~	hard copy					
✓	electronic co	рру				
	imaged docu	ıments				

salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.					
	If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.				
	FTE Count (include tenths)				
Band - 1					
Band - 2					
Band - 3	.1	.1			
Band - 4	Band - 4 .2				
Band - 5	Band - 5				
Band - 6					
Band - 7					
Band - 8					
Band - 9					
Contracted Labor	Contracted Labor				
8 Please list any	other personnel action processing costs	such as storage printing supplies and			
8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.					
	Activity	Cost			
1.					
2.					
3.					
4.					
5.					

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether

O Yes						
No						
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.						
Matrix: part 1 of 3						
	Application/System Name	Module (if applicable)	Version	Maintenance fees		
1.						
2.						
3.						
4.						
5.						
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.						
Matrix: part 2 of 3						
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs		
1.						
2.						
3.						
4.						
5.						

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel

processes?

Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up. Follow Up 12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation. **Data Reported** Frequency Recipient 1. 2. 3. 4. 5.

10. If yes, please list the following information for each application/system, including software

If you have more entries than the space provided, please mark "Follow Up" to the following

such as Excel, Access, etc, used by your agency that supports this process.

question and we will contact you for more information.

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
Wage Employee Information regarding salaries, length of service, and address
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
Yes
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Transactions Report
2.
Salary Information
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would
make your life easier?
O Yes
No No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.					
	Application / System	Recipients/Providers	Frequency	Purpose	
1.					
2.					
3.					
4.					
5.					
40 D					
	ch planned automate e purpose of the inter				
	Application / System	Recipients/Providers	Frequency	Purpose	
1.					
2.					
3.					
4.					
5.					
	of specific automated would make your life		terfaces that you are	e currently not	
O Yes					
No					
21. If yes, are you	ı required to do man	ual double data entry	in lieu of those auto	mated interfaces?	
O Yes					
O No					

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?				
•	Yes			
0	No			

23. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.	Huricanne Season	Human Resources			
2.					
3.					
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	0	•
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	•	0	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	•	0	0
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

DHRM has to be involved when transactions are voided or sometimes in suspense. It's very difficult to reach someone on the phone at DHRM for assistance.

0 0 **Personal Data** \odot Job Data 0 0 \odot **Benefits Data** 0 \odot 0 0 0 Compensation • Data **New Hire Process** 0 0 • Personnel Action 0 0 • **Transactions** 0 **Personal Data** • 0 Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Fair

needs.

Excellent

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Wage employees need to be put in the PMIS system. It's very time consuming to use another database to track wage employees
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal
personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. CIPPS and PMIS need to be integrated
1. CIPPS and PMIS need to be integrated 2.
1. CIPPS and PMIS need to be integrated 2. All employees need to be placed in the personnel action processing process
1. CIPPS and PMIS need to be integrated 2. All employees need to be placed in the personnel action processing process
1. CIPPS and PMIS need to be integrated 2. All employees need to be placed in the personnel action processing process 3.
1. CIPPS and PMIS need to be integrated 2. All employees need to be placed in the personnel action processing process 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
2.
3.
4.
5.
32. What process do you use to measure agency satisfaction with these functions or
32. What process do you use to measure agency satisfaction with these functions or components?

33. Is there a call center or other support service provided for the users of the system?								
O Yes	O Yes							
No	● No							
34. If yes, p	lease l	ist the services available a	nd any current issues or co	oncerns.				
		Service		Issues / Concerns				
	1.							
	2.							
	3.							
	4.							
	5.							
	il proce	ess training available for us	ers of the systems?					
O Yes								
No								
36. If ves. p	lease r	provide a brief description o	of the training, schedule, ar	nd cost information.				
		Description	Schedule (e.g. 2x per year)					
	1.	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	(100-11-11-11-11-11-11-11-11-11-11-11-11-					
	2.							
	3.							
	4.							
	5.							
	J.							
37. Does the current training meet your Agency's needs?								
O Yes								
No								

38. If no, please list reasons.
1.
The system keeps changing and training is only offered once or twice a year
2.
Z.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
More formal hands on training needs to be provided and there needs to be a call center when agencies have issues.
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
-business process redesign, and organizational changes:

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.			
NO			
45. If you have any other concerns or comments about this functional area, please include them here.			

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.			
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
	ncy process personnel action	ons for any other Agencies?	
O Yes			
No			
4 16	-1		
4. If yes, please li			
	Agency	Service/Support Provided	Associated Fees
1.			
2.	_		
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)			
O Yes			
No			
6. In what format	does your Agency maintain the official personnel file for each employee?		
electronic co	рру		
☐ imaged docu	uments		
7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
	FTE Count (include tenths)		
Band - 1			
Band - 2	.8		
Band - 3	1.8		
Band - 4			
Band - 5	.2		
Band - 6	.1		
Band - 7			
Band - 8			
Band - 9			
Contracted Labor			

	other personnel action processing costs, r Agency incurs on an annual basis.	such as storage, printing, supplies, and
	Activity	Cost
1.	MAPPER and PMIS Storage & Printing	\$ 0
2.	Folders, Printing, Copying, Microfilming	\$ 0
3.	Postage	\$ 0
4.	Other supplies	\$ 0
5.		

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel

processes?

5.

	• Yes				
(O No				
§	such as Excel, Ad If you have more	list the following infoccess, etc, used by you entries than the space will contact you for m	our agency that suppose provided, please r	orts this process.	
N	Matrix: part 1 of 3				
		Application/Cyatam	Module (if applicable)	Version	Maintenance fees
		Application/System Name	wodule (ii applicable)	Voloion	Maintenance rees
	1.	• • • • • • • • • • • • • • • • • • • •	Human Resources	Unknown	\$ 0
	1. 2.	Name			
		Name			
	2.	Name			

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	Matched PMIS
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.	
☐ Follow Up	

	Data Roportou	recipione	requestion
1.	SP-68 Form for all personnel actions.	Payroll Section; Sworn Programs, Benefits	Daily as actions are processed.
2.			
3.			
4.			
5.			
40 D			
		you would like to receive the louse such as E480, or Age	
1.			
Custom reports	s created by selection o	f fields, menu supported	d and on-line.
2.			
3.			
4.			
5.			
			, , ,
14. Does your Ag E480, for personr		I data warehouse to genera	ite ad hoc reports, such as
Yes			
O No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

Recipient

Frequency

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Sworn salary actions
2.
Civilian pay actions
3.
Special or unusual actions
4.
Military personnel actions.
5.
Mass salary updates.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	by recipients/provide		•	_
	Application / System	Recipients/Providers	Frequency	Purpose
1.	PMIS	DHRM	Daily	Personnel Action Reporting
2.	MAPPER	Dept of State Police	Daily	Personnel Records and Reports
3.	CIPPS	DHRM/DOA/VSP	Daily	Payroll and Leave Reporting
4.				
5.				
	ich planned automate e purpose of the intel			
moquonoy and an	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automate would make your life		terfaces that you are	currently not
O Yes				
No				
	u required to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please	list the seasonal activities and the worklo	oad areas impacted.
	Activity	Workload Area Impacted
1.	School Graduations	Personnel Actions and Payroll
2.	Probation ending for schools of sworn employees	Personnel Actions and Payroll
3.	Special Actions such as military	Personnel Actions/Payroll/Class/Comp/Employment
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	0	•
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	0	•
Bonus Authorizations	•	0	0
Menu-enabled Transactions	•	0	0
Leave Anniversary Dates	•	0	0
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Retroactive transactions and future dated transactions need to have built in indicators and flags to assist in completing the actions.

	Fair	Good	Excellent
Personal Data	0	•	0
Job Data	0	•	0
Benefits Data	0	•	0
Compensation Data	0	•	0
New Hire Process	0	•	0
Personnel Action Transactions	0	•	0
Personal Data Change Transactions	•	0	0
	ve strengths of your cu	rrent business processes fo	r personnel action
processing. 1.			r personnel action
processing. 1. Time delayed payro			r personnel action
processing. 1. Time delayed payro 2.	oll allows time for p	rocessing.	r personnel action
processing. 1. Time delayed payro 2. Availability of inform	oll allows time for p	rocessing.	r personnel action
processing. 1. Time delayed payro	oll allows time for p	rocessing.	r personnel action
processing. 1. Time delayed payro 2. Availability of inform 3. Widely used system	oll allows time for p	rocessing.	r personnel action
processing. 1. Time delayed payro 2. Availability of inform 3. Widely used system	oll allows time for ponation from PMIS a	rocessing. and MAPPER.	r personnel action
processing. 1. Time delayed payro 2. Availability of inform 3. Widely used system 4.	oll allows time for ponation from PMIS a	rocessing. and MAPPER.	r personnel action

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.

1.

Better access to history information especially on employee transfers.

2.

Easier to use report generation, particularly custom reports.

3.

Completely electronic file system with automatic review fields.

4.

Summarize PSE309 data with about 3 lines per transactions.

5.

Instant on-line statistics from transactions.

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.

One step chaining report generation and transmission to update all fields and generation of informational reports and letters.

2.

Instant statistical custom report generation on line.

3.

Automatic filling of fields when the data is known.

4.

Instant checking and warning when a transaction is over a limit or illegal by DOA standards.

5.

Automatic transmission to update MAPPER or other internal systems when a completed transaction is entered.

30. Please list the top five functions or components of the systems that work especially well.
1.
PMIS entry if the information for all fields is correct.
2.
Data processing assistance from DHRM for PMIS.
3.
Routine entries, promotions, transfers, demotions, inbands, etc.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
Retroactive actions.
Tellodolive delloris.
2.
2.
2. Delayed actions.
2.Delayed actions.3.
2.Delayed actions.3.Restricted position actions.
2.Delayed actions.3.Restricted position actions.4.

32. What process o	do you use to measure a	agency satisfaction wit	h these functions or
components?			

Employee satisfaction as to whether their checks are on time and correct and whether their leave is reported correctly. If we do not hear from anyone we know the systems are working correctly and that our work has been accurate.

33.	33. Is there a call center or other support service provided for the users of the system?				
•	Yes				
0	No				

34. If yes, please list the services available and any current issues or concerns.			
	Service	Issues / Concerns	
1.	DHRM - Jo Ann Stamper provides assistance for PMIS transactions.	Only one knowledgable person for the entire system.	
2.	Kristen Reynolds and Natalie Smith for MAPPER system.	Need more knowledgable people.	
3.			
4.			
5.			

35.	Is formal process training available for users of the systems?
0	Yes
•	No

	Description	Schedule (e.g. 2x per year)	Cost per Student
1.			
2.			
3.			
4.			
5.			
07.0			
	ent training meet your Ager	ncy's needs?	
O Yes			
No			
38. If no, please li	ist reasons.		
1.			
PRODUCTION	MAPPER TRAINING I	S UNAVAILABLE FOR	NON-DP STAFF.
2.			
PMIS TRAININ NEEDED.	G IS SPORADIC AT BI	EST; REFRESHER CO	URSES ARE
3.			
4.			
5.			

36. If yes, please provide a brief description of the training, schedule, and cost information.

39. Please identify the process that is followed to make changes and enhancements to the systems.

An SP-120 form is completed and submitted through channels to the IT and Planning Division. Changes are prioritized and attended as time is available. PMIS Changes are basically unavailable except when major changes such as compreform are made.

40. How are system changes identified and prioritized?

The IT and Planning Division identifies and prioritizes changes for MAPPER based systems. For PMIS systems, DHRM receives input and changes PMIS to meet the universal need.

41. Please list system changes that have been made in the past 12 months.	
1.	
MAPPER - none	
2.	
PMIS- Additional fields for supervisor etc. added.	
3.	
4.	
5.	

42. Please list pending system changes.
1.
unknown
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
Not aware of any.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

State Personnel Act.

45. If you have any other concerns or comments about this functional area, please include them here.

Not enough concern is given to ensure the accurate and timely entry that goes into the process to produce our paychecks on a timly basis. Although we have an experienced and well trained Personnel Assistant performing this work, only if we fail to enter a transaction or enter incorrectly does the process direct attention. A more complete system with checks and balances would have the person submitting the action perform a simple data entry and a flag created if the action was not processed within a certain amount of time.

Respondent 26 Submit date: May 20, 2005 E-mail address: margaret.schultze@dss.virginia.gov

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Agency process its own personnel actions?			
Yes			
O No			
		eau that processes your pe	rsonnel actions and any
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
l			
our Ager	ncy process personnel action	ons for any other Agencies?	?
	lease listed fees and	lease list the Agency or service bure ed fees and costs. Agency 1. 2. 3. 4. 5.	lease list the Agency or service bureau that processes your period fees and costs. Agency Fee 1. 2. 3. 4.

4. If yes, please list.			
	Agency	Service/Support Provided	Associated Fees
1.	Office of Comprehensive Services	Advertising & recruitment	\$ 0
2.	" "	Benefits and payroll functions	\$ 0
3.			
4.			
5.			
5. Does your Age district?)	ency process personnel acti	ons at multiple work location	ns (local, regional,
O Yes			
No			
6. In what format	does your Agency maintain	the official personnel file fo	or each employee?
✓ hard copy			
☐ electronic co	ору		
☐ imaged doc	uments		

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	1.0
Band - 3	1.0
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

	Activity	Cost
1.	Storage	\$ 5,000
2.	Printing	\$ 15,000
3.	Supplies	\$ 20,000
4.	Postage	\$ 15,000
5.	Advertising	\$ 100,000

O No						
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.						
Matrix: part 1 of 3						
	Application/System Name	Module (if applicable)	Version	Maintenance fees		
1.	Commonwealth Integrted Payroll System	?	Millenium 3.0	\$ 0		
2.						
3.						
4.						
5.						
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.						
Matrix: part 2 of 3						
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs		
1.	\$ 0					
2.						

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

Yes

3.

4.

5.

 \odot

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3

	Printing and reproduction costs	Facilities costs not related to the number of employees	Other cos	ts Why was the system selected?
1.				Statewide System selected outside agency
2.				
3.				
4.				
5.				
11. If you would li	ke us to contact you	for more information	please check	follow up.
☐ Follow Up 12. Excluding PM		ports that are genera	ated from you	s follow up.
☐ Follow Up 12. Excluding PM	IS, please list any re	ports that are genera uency of generation.	ated from you	
☐ Follow Up 12. Excluding PM	IS, please list any re cipient type, and frequ	ports that are genera uency of generation.	ated from you	system to include the
☐ Follow Up 12. Excluding PM data reported, rec	IS, please list any re cipient type, and frequ	ports that are genera uency of generation.	ated from you	system to include the
Follow Up 12. Excluding PM data reported, rec	IS, please list any re cipient type, and frequ	ports that are genera uency of generation.	ated from you	system to include the
Follow Up 12. Excluding PM data reported, reconstruction 1.	IS, please list any re cipient type, and frequ	ports that are genera uency of generation.	ated from you	system to include the

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Reports based on SOC and role codes
2.
Reports on inband adjustments
3.
Salary comparison reports
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.						
			Application / System	Recipients/Providers	Frequency	Purpose
		1.				
		2.				
		3.				
		4.				
		5.				
			ch planned automate purpose of the inter			
			Application / System	Recipients/Providers	Frequency	Purpose
		1.	HRM Track	HR Recruitment and Employee Relations staff	As needed	Position and applicant tracking system
		2.	Local Employee Tracking System	All local agencies that follow State's HR processes	As needed	local version of PMIS
		3.				
		4.				
		5.				
			of specific automated would make your life		iterfaces that you are	e currently not
•	No					
21.	If yes, are	you	ı required to do man	ual double data entry	/ in lieu of those auto	omated interfaces?
0	Yes					
0	No					

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.	Health Care Open Enrollment	Benefits keying			
2.	Flexible Reimbursement Open Enrollment	п			
3.	Ineligible Dependents (age 23)	п			
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	•	0
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	•	0
Bonus Authorizations	0	0	0
Menu-enabled Transactions	•	0	0
Leave Anniversary Dates	•	0	0
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Our office interacts with 120 local departments of social services. Eighty-four of those agencies follow the state's personnel polices/procedures/guidance. The entire local system is made up of between 7,000 - 8,000 employees. These are LOCAL employees; not State; however, we perform a host of administrative HR support functions for them (i.e., recruitment, technical assistance, etc.). Local staff information is captured, in part, by the automated Local Employee Tracking System.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.					
	Fair	Good	Excellent		
Personal Data	0	0	•		
Job Data	0	•	0		
Benefits Data	0	0	•		
Compensation Data	0	•	0		
New Hire Process	0	0	•		
Personnel Action Transactions	0	0	•		
Personal Data Change Transactions	0	0	•		
27. Please list up to five strengths of your current business processes for personnel action					
processing.					
Personnel Transaction Form (vehicle for notifying benefits unit of employee status changes/transactions).					
2.					
3.					
4.					
5.					
···					

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Require more lead time to perform functions and ensure accuracy
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
Ability to write own reports
2.
3.
4.
5.

30. Please list the top five functions or components of the systems that work especially well.
1.
HRM Track
2.
PMIS
3.
CIPPS
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
Because PMIS and CIPPS do not interact, manual efforts are necessary.
2.
3.
4.
5.
32. What process do you use to measure agency satisfaction with these functions or components?
Surveys
Internal oversight and monitoring of the processes.

33. Is there a call center or other support service provided for the users of the system?					
O Yes) Yes				
No					
34. If yes, please	list the services available a	nd any current issues or co	ncerns.		
	Service	ı	ssues / Concerns		
1.					
2.					
3.					
4.					
5.					
05 la farmalare					
	cess training available for us	sers of the systems?			
O No					
36. If ves. please	provide a brief description of	of the training, schedule, an	d cost information.		
	Description	Schedule (e.g. 2x per year)	Cost per Student		
1.	State DHRM provides training	Periodically	\$ 50		
2.	State VRS	Periodically	\$ 50		
3.					
4.					
5.					
	rent training meet your Ager	ncy's needs?			
O Yes					
No					

38. If no, please list reasons.
1.
Need more frequent classes
2.
Need more detailed classes
3.
Need classes on more HR topics
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Collect user imput to determine needed changes.
40. How are system changes identified and prioritized?
Inhouse protocol for identifying and prioritizing system changes.

41. Please list system changes that have been made in the past 12 months.			
1.			
Modification to the LETS to make it more user friendly.			
2.			
3.			
4.			
··			
5.			
42. Please list pending system changes.			
1.			
Further major enhancements to LETS.			
2.			
Resdesigning HRM Track in Oracle			
3.			
4.			
5			
5.			
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?			
None at present.			

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.			
No.			
45. If you have any other concerns or comments about this functional area, please include them here.			

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
	Agency	Fee	Cost	
1.				
2.				
3.				
4.				
5.				
2 Doog your Ago	ncy process personnel action	and for any other Agencies		
O Yes	ncy process personner acut	ons for any other Agencies:		
No				
<u> </u>				
4. If yes, please list.				
	Agency	Service/Support Provided	Associated Fees	
1.				
2.				
3.				
4.				
5.				

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)			
Y	'es		
0 1	lo		
6. ln w	vhat format does your Agency maint	ain the official personnel file for each employee?	
✓ h	ard copy		
□ e	electronic copy		
ir	maged documents		
7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
		FTE Count (include tenths)	
	Band - 1		
	Band - 2		
	Band - 2 Band - 3		
	Band - 3		
	Band - 4		
	Band - 4 Band - 5		
	Band - 3 Band - 4 Band - 5 Band - 6		
	Band - 3 Band - 4 Band - 5 Band - 6 Band - 7		

such as Excel, Ac If you have more	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	orts this process.	
such as Excel, Ad If you have more question and we was Matrix: part 1 of 3	ccess, etc, used by your contries than the space will contact you for many contact your form. Application/System	our agency that suppose provided, please reprised in the suppose information.	oorts this process. nark "Follow Up" to t	he following
such as Excel, Ad If you have more question and we we Matrix: part 1 of 3	ccess, etc, used by your contries than the space will contact you for many contact your form. Application/System	our agency that suppose provided, please reprised in the suppose information.	oorts this process. nark "Follow Up" to t	he following
such as Excel, Ac If you have more question and we	ccess, etc, used by your contries than the space will contact you for many contact your form. Application/System	our agency that suppose provided, please reprised in the suppose information.	oorts this process. nark "Follow Up" to t	he following
such as Excel, Ac If you have more question and we	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	orts this process.	
such as Excel, Ac If you have more	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	orts this process.	
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.				
No				
O Yes				
9. Excluding PMIS processes?	S, does your Agency	utilize any applicatio	ons or systems to pro	ocess personnel
5.				
4.				
3.				
1.				

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

Cost

Activity

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.						
	Data Reported	Recipient	Frequency			
1.						
2.						
3.						
4.						
5.						
40 D	-6.4b 4					
		you would like to receive that ouse such as E480, or Age				
1.						
2.						
3.						
4.						
5.						
J.						
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?						
Yes						
O No						

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Using Hurman - reports concerning all areas of employee/position information
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
·
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	Access Database	Agency Mgt/some HR personnel	Weekly	Manpower planning, auditing information
2.				
3.				
4.				
5.				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	1			
	of specific automated would make your life		terfaces that you are	e currently not
O Yes				
No				
21. If yes, are you	ı required to do manı	ual double data entry	in lieu of those auto	omated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please	list the seasonal activities and the worklo	oad areas impacted.
	Activity	Workload Area Impacted
1.	Benefits open enrollment	Benefits section
2.	Performance management (evaluation and setting new expectations)	Compensation section
3.		
4.		
5.		

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	0
Retroactive Actions	0	0	0
Suspense (Future- dated) Actions	0	0	0
Transfers from other Agencies	0	0	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	•	0
Bonus Authorizations	•	0	0
Menu-enabled Transactions	0	0	0
Leave Anniversary Dates	0	0	0
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

We have some PMIS situations that, although simple to execute, require close monitoring. Our Juvenile Correction Officers receive training and after one year on the job and all of their basic training is completed, are in-band adjusted 10% and given the new working title of Juvenile Correction Officer Senior. This is not an automatic transaction - it requires the Compensation Analyst to contact an HR Analyst in the Juvenile Correction Center to determine which JCO's are eligible that month and then enter the information into PMIS. Many times, these in-band adjustments get overlooked and we are having to do them retroactively. If we had some way of automatically moving them up at the one year mark (unless we stopped the action), this would definitely ensure that we didn't miss any employees.

Job Data 0 0 \odot **Benefits Data** 0 0 0 0 Compensation • 0 Data **New Hire Process** 0 0 0 Personnel Action 0 0 \odot **Transactions Personal Data** \odot 0 0 Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. There are a lot of fields that allow for plenty of information. 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

0

Fair

 \odot

needs.

Personal Data

Excellent

0

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
The system requires too many different screens for the entry of information.
2.
PMIS is not interactive
3.
Once a transaction has been entered, there is no way to back it out without performing another whole transaction.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. Interactive
personnel action processing business process. 1. Interactive 2.
1. Interactive 2. Ability to change information easily that has been entered incorrectly
1. Interactive 2. Ability to change information easily that has been entered incorrectly 3. Availability of more information in one place - allow access to Benefits and
1. Interactive 2. Ability to change information easily that has been entered incorrectly 3. Availability of more information in one place - allow access to Benefits and Compensation all in one place
1. Interactive 2. Ability to change information easily that has been entered incorrectly 3. Availability of more information in one place - allow access to Benefits and Compensation all in one place 4.

30. Please list the top five functions or components of the systems that work especially well.
1.
They allow for a lot of information per employee
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
Entry of new positions requires at least 2 full screens
2.
Employee information is found in so many different places that you have to know the codes to move around between screens.
3.
4.
5.
32. What process do you use to measure agency satisfaction with these functions or components?
None

	is mere a ca	I center or other support ser	vice previded		
•	Yes				
0	No				
34.	If yes, please	e list the services available a	and any curren	t issues or co	ncerns.
		Service		ı	ssues / Concerns
	1.	On-line help desk			m has been submitted it may an answer is forthcoming
	2.			·	
	3.				
	4.				
	5.				
35.	ls formal pro	cess training available for us	sers of the syst	tems?	
35. ⊙	Is formal pro	cess training available for us	sers of the syst	tems?	
		cess training available for us	sers of the sys	tems?	
•	Yes	cess training available for us	sers of the syst	tems?	
O	Yes No	cess training available for us			d cost information.
O	Yes No			schedule, an	d cost information. Cost per Student
O	Yes No	provide a brief description Description	of the training,	schedule, an	
O	Yes No If yes, please	provide a brief description Description Training provided through DHRM	of the training,	schedule, an	
O	Yes No If yes, please	Description Training provided through DHRM	of the training,	schedule, an	
O	Yes No If yes, please	provide a brief description Description Training provided through DHRM	of the training,	schedule, an	

37.	Does the current training meet your Agency's needs?
•	Yes
0	No
38.	If no, please list reasons.
1.	
2.	
3.	
4.	
5.	
	Please identify the process that is followed to make changes and enhancements to the tems.
	I am not privy to that information.
40.	How are system changes identified and prioritized?
	Unknown

41. Please list system changes that have been made in the past 12 months.
1.
Unknown
2.
3.
4.
5.
42. Please list pending system changes.
1.
Unknown
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems,
business process redesign, and organizational changes?
Unknown

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

45. If you have any other concerns or comments about this functional area, please include them here.

Although DJJ has an ACCESS database, this is all information that is stored in the state PMIS system and can be found using HuRMAN. This seems like redundant systems to me.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please lis associated fees a	t the Agency or service bure and costs.	eau that processes your pe	rsonnel actions and any
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
0 D		f A	
	ncy process personnel action	ons for any other Agencies?	
O Yes			
No			
4. If yes, please li	et		
4. II yes, please II			
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

	oes your Age rict?)	ncy process personnel actions at multiple work locations (local, regional,
•	Yes	
0	No	
6. Ir	n what format	does your Agency maintain the official personnel file for each employee?
~	hard copy	
	electronic co	ру
	imaged docu	uments
etc. sala plea) in your Agen aried or wage, ase also provid	s of automated or manual Personnel Action Processing (e.g. data entry, filing, icy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE.
		contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
		mployee time to reach an FTE total by pay band.
	centages of er	mployee time to reach an FTE total by pay band.
	centages of er	mployee time to reach an FTE total by pay band.
	Band - 1 Band - 2	mployee time to reach an FTE total by pay band.
	Band - 1 Band - 2 Band - 3	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	reployee time to reach an FTE total by pay band. FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	reployee time to reach an FTE total by pay band. FTE Count (include tenths)

postage, that your Agency incurs on an annual basis.		
	Activity	Cost
1.	Storage	\$ 1,000
2.	Postage	\$ 2,000
3.	Copying of files	\$ 500
4.	Cabinets	\$ 2,500
5.		
		·

	xcluding PMIScesses?	S, does your Agency	utilize any applicatio	ons or systems to pro	cess personnel
•	Yes				
0	No				
such	n as Excel, Ac ou have more	ccess, etc, used by ye	our agency that suppose provided, please r	olication/system, incluports this process. nark "Follow Up" to t	
Matrix	c: part 1 of 3				
		Application/System Name	Module (if applicable)	Version	Maintenance fees
	1.	CIPPS			

	Name	module (if applicable)	version	Maintenance tees
1.	CIPPS			
2.	Wage Mainframe			
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process.

If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3

Employee Training Contractor Support Technology costs Call Center Costs

	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 1,200		\$ 600	
2.				
3.				
4.				
5.				

11. If you would like us to contact you for more information please check follow up.	
☐ Follow Up	

12. Excluding PMIS, please list any reports that are generated from your system to incl	lude the
data reported, recipient type, and frequency of generation.	

	Data Reported	Recipient	Frequency
1.	Staffing reports by division	HR, Field Mgmt, Executive Team	monthly
2.	Social Security listing for Healthcare keying	HR	monthly
3.	Employee phone numbers	HR	monthly
4.			
5.			

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
The "old" K78 report
2.
Ability to track wage employees and their hours on state system
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
Yes
O No

1.
staffing report
2.
EPR525
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
Yes
O No
17. If yes, please list the tools.
1.
real-time turn around reports
2.
ability to run "real time" reports on wage and classified
3.
4.
5.

15. If yes, please list examples of the types of reports or queries that you generate.

	ach current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 Plane l'-1				
	ach planned automate ne purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automated would make your life		iterfaces that you are	e currently not
Yes				
O No				
21. If yes, are yo	u required to do man	ual double data entry	in lieu of those auto	mated interfaces?
Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in connel action processing?
•	Yes
0	No

23. If yes, please list the seasonal activities and the workload areas impacted.					
	Activity	Workload Area Impacted			
1.	Open enrollment	Benefits unit			
2.	High unemployment during winter & holidays	Recruitment & selection hiring staff for the local offices			
3.					
4.					
5.					

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	0	•	0
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	•	0	0
Undo Actions	0	•	0
Bonus Authorizations	•	0	0
Menu-enabled Transactions	•	0	0
Leave Anniversary Dates	•	0	0
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

We have standard HR transactions for the size of our agency.

0 0 **Personal Data** \odot Job Data 0 0 \odot **Benefits Data** 0 \odot 0 0 Compensation 0 • Data **New Hire Process** 0 • 0 Personnel Action 0 • 0 **Transactions** 0 0 **Personal Data** \odot Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Fair

needs.

Excellent

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
intergrate HR with Payroll so we have less paper and better security
2.
make it have real time report functions
3.
include wage employees in the tracking
include wage employees in the tracking 4.
4.

30. Please list the top five functions or components of the systems that work especially well.
1.
2.
3.
4.
5.
J.
21. Places identify up to five functions or components that have significant limitations or require
 Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
2.
3.
4
4.
5.
32. What process do you use to measure agency satisfaction with these functions or components?
Out put from system and staff feedback. Feedback from DHRM.

33. Is there a call center or other support service provided for the users of the system?					
0	Yes				
•	No				
34.	If yes, ple	ease	list the services available a	nd any current issues or co	ncerns.
			Service		Issues / Concerns
		1.			
		2.			
		3.			
		4.			
		5.			
25	la farmal		aaa fuaining ayailahla fan ya	ove of the eventower	
⊙	Yes	proc	ess training available for us	ers of the systems?	
0	No				
	INO				
36.	If yes, ple	ease	provide a brief description of	of the training, schedule, ar	nd cost information.
			Description	Schedule (e.g. 2x per year)	Cost per Student
		1.	DHRM	posted	\$ 0
		2.			
		3.			
		4.			
		5.			
		curr	ent training meet your Agen	cy's needs?	
•	Yes				
0	No				

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems,
business process redesign, and organizational changes?

no
45. If you have any other concerns or comments about this functional area, please include them here.

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Respondent 29 Submit date: May 20, 2005 E-mail address: bob.benton@tax.virginia.gov

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
	Agency	Fee	Cost	
1.				
2.				
3.				
4.				
5.				
0. D				
	ncy process personnel action	ons for any other Agencies?		
O Yes				
No				
4 - 16				
4. If yes, please li	St. 			
	Agency	Service/Support Provided	Associated Fees	
1.				
2.				
3.				
4.				
5.				

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)		
0	Yes	
•	No	
6. Ir	what format	does your Agency maintain the official personnel file for each employee?
~	hard copy	
	electronic co	ру
	imaged docu	iments
7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.		
		FTE Count (include tenths)
	Band - 1	
	Band - 2	
	Band - 3	.7
	Band - 4	.3
	Band - 5	
	Band - 6	
	Band - 7	
	Band - 8	
	Band - 9	
Co	ontracted Labor	

1.	Supplies - folders, labe	ls, etc.	\$ 400			
2.	Printing		\$ 1,000			
3.						
4.						
5.						
9. Excluding PMIS processes?	S, does your Agency	utilize any applicatio	ons or systems to pro	ocess personnel		
O Yes						
No						
such as Excel, Ac If you have more	10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.					
Matrix: part 1 of 3						
	Application/System Name	Module (if applicable)	Version	Maintenance fees		
1.						
0						
2.						
3.						
3.						

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

Cost

Activity

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.					
	Data Reported	Recipient	Frequency		
1.	N/A				
2.					
3.					
4.					
5.					
	of the types of reports that y IIS, the DHRM Data Wareh				
1.					
Workforce plan	ning reports - competer	ncy matrices			
2.					
Automated turr	nover statistics				
3.					
Internal equity	comparator report w/ sta	andard deviation			
4.					
5.					
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?					
Yes					
O No					

1.
Employees by office/salary/role
2.
FLSA status report
3.
Internal equity queries for salary offers, in-band adjustments
4.
Years of service report for succession planning
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
Yes
O No
17. If yes, please list the tools.
1.
SAP
2.
Abra
3.
SAS
4.
Peoplesoft
5.
Trillium

15. If yes, please list examples of the types of reports or queries that you generate.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	N/A			
2.				
3.				
4.				
5.				
40. Diagon list on		ad amplication or over	an interfere by resi	sianta/anovidana
	ich planned automate e purpose of the inte			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	N/A			
2.				
3.				
4.				
5.				
00 0				
working with that	of specific automate would make your life	d personnel action in e easier?	iterraces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.	Tax processing season	recruitment, payroll processing, applicant tracking		
2.				
3.				
4.				
5.				

Agency.				
	Simple	Average	Complex	
VSDP	0	0	•	
Retroactive Actions	0	•	0	
Suspense (Future- dated) Actions	•	0	0	
Transfers from other Agencies	•	0	0	
Position Establishment and New Hires	0	•	0	
Undo Actions	0	0	•	
Bonus Authorizations	0	•	0	
Menu-enabled Transactions	0	0	0	
Leave Anniversary Dates	0	•	0	
Temporary Pay	0	•	0	
25 What unique	needs or complexities in pro	ocessing personnel actions	does vour Agency have?	

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)
None

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.			
	Fair	Good	Excellent
Personal Data	0	•	0
Job Data	0	•	0
Benefits Data	0	•	0
Compensation Data	0	•	0
New Hire Process	0	•	0
Personnel Action Transactions	0	•	0
Personal Data Change Transactions	0	•	0
27. Please list up to five strengths of your current business processes for personnel action processing.			
1.			
Personnel actions are followed through to completion by one person to reduce duplicate entry			
2.			
Ability to review transactions for completeness			
3.			
4.			
5.			

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
Imaging of personnel records
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
1.
Automated position tracking/control for budgeting purposes
2.
Automated generation of org charts from position and personnel data fields
3.
Employee self-service for certain transactions such as address changes
4.
4. Connectivity between personnel, benefits and payroll databases to reduce the need for double keying
Connectivity between personnel, benefits and payroll databases to reduce the need

30. Please list the top five functions or components of the systems that work especially well.
1.
HuRMan's functionality has been improved as far as query capabilities
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
DHRM EEO analysis tool needs to be improved
DHRM EEO analysis tool needs to be improved
DHRM EEO analysis tool needs to be improved
DHRM EEO analysis tool needs to be improved 2.
DHRM EEO analysis tool needs to be improved 2.
DHRM EEO analysis tool needs to be improved 2. 3.
DHRM EEO analysis tool needs to be improved 2. 3.
DHRM EEO analysis tool needs to be improved 2. 3. 4.
DHRM EEO analysis tool needs to be improved 2. 3. 4.
DHRM EEO analysis tool needs to be improved 2
DHRM EEO analysis tool needs to be improved 2. 3. 4. 5.

33.	Is there a ca	all center or other support ser	vice provided for the users	of the system?
0	Yes			
•	No			
34.	If yes, pleas	e list the services available a	nd any current issues or co	ncerns.
		Service	l:	ssues / Concerns
	1			
	2	2.		
		3.		
	4			
		i.		
0.5	l - 6			
		ocess training available for us	sers of the systems?	
0	Yes			
•	No			
36.	If ves. pleas	e provide a brief description	of the training, schedule, an	d cost information.
		Description	Schedule (e.g. 2x per year)	Cost per Student
	1			
	2	<u>.</u>		
	•	3.		
	4			
	<u> </u>	i.		
37.	Does the cu	rrent training meet your Ager	ncy's needs?	
•	Yes			
0	No			

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?
N/A

41. Please list system changes that have been made in the past 12 months.
1.
N/A
2.
3.
4.
5.
J.
42. Please list pending system changes.
1.
N/A
2.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
N/A
1 4/7 1

reengineer this business process? If so, please provide the relevant citation.
None
45. If you have any other concerns or comments about this functional area, please include them here.

Respondent 30 Submit date: May 23, 2005 E-mail address: ahyde@vdfp.state.va.us

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. Does your Age	ency process its own person	nel actions?	
O Yes			
No			
2. If no, please list associated fees a	st the Agency or service bur and costs.	eau that processes your pe	rsonnel actions and any
	Agency	Fee	Cost
1.	DHRM - All areas of personnel	\$ 10,000	\$ 0
2.			
3.			
4.			
5.			
3. Does your Age	ency process personnel action	ons for any other Agencies?	?
O Yes			
No			

4. If yes, please li	st.		
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			
5. Does your Age district?)	ncy process personnel action	ons at multiple work location	ns (local, regional,
O Yes			
No			
6. In what format	does your Agency maintain	the official personnel file for	or each employee?
✓ hard copy			
☐ electronic co	рру		
☐ imaged docu	uments		

salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.			
If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
	FTE Count (include tenths)		
Band - 1			
Band - 2			
Band - 3	.1		
Band - 4			
Band - 5	Band - 5 .2		
Band - 6	Band - 6		
Band - 7	Band - 7		
Band - 8	Band - 8		
Band - 9			
Contracted Labor			
8 Please list any	8. Please list any other personnel action processing costs, such as storage, printing, supplies, and		
	postage, that your Agency incurs on an annual basis.		
	Activity	Cost	
1.			
2.			
3.			
4.			
5.			

7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether

0	Yes				
•	No				
such If yo	n as Excel, Ac u have more	cess, etc, used by yo	rmation for each app our agency that supp se provided, please n ore information.	orts this process.	
Matrix:	part 1 of 3				
		Application/System Name	Module (if applicable)	Version	Maintenance fees
	1.				
	2.				
	3.				
	4.				
	5.				
such If yo	n as Excel, Ac u have more	cess, etc, used by yo	rmation for each app our agency that supp se provided, please n ore information.	orts this process.	
Matrix:	part 2 of 3				
		Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
	1.				
	2.				
	3.				
	4.				
	5.				

9. Excluding PMIS, does your Agency utilize any applications or systems to process personnel processes?

Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up. Follow Up 12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation. **Data Reported** Frequency Recipient 1. 2. 3. 4. 5.

10. If yes, please list the following information for each application/system, including software

If you have more entries than the space provided, please mark "Follow Up" to the following

such as Excel, Access, etc, used by your agency that supports this process.

question and we will contact you for more information.

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Exempt/Non-exempt
2.
Address, phone numbers, e-mail addresses
3.
Salary surveys
4.
vacant positions
5.
workforce planning
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.	PMIS/BES	DOA/Health Care Premiums	daily	personnel transactions
2.				
3.				
4.				
5.				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automated would make your life		terfaces that you are	e currently not
O Yes				
No				
21. If yes, are you	u required to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
•	Yes
0	No

23. If yes, please	list the seasonal activities and the worklo	oad areas impacted.
	Activity	Workload Area Impacted
1.	Performance Evaluation	transactions
2.	HC Open Enrollment	transactions
3.		
4.		
5.		

24. Please rate th Agency.	e following personnel transa	actions in terms of level of c	complexity for your
	Simple	Average	Complex
VSDP	0	•	0
Retroactive Actions	•	0	0
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	Ο	•	0
Undo Actions	0	•	0
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have?
(For example, VSDP, transfers, retroactive, future dated transactions, etc)

0 Personal Data 0 • Job Data 0 0 • **Benefits Data** 0 \odot 0 0 Compensation 0 • Data **New Hire Process** 0 • 0 Personnel Action 0 • 0 **Transactions** 0 0 **Personal Data** • Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. **Automated** 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Fair

needs.

Excellent

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
PMIS - needs to be "real" time versus updating records (HURMAN) monthly or semi-monthly
2.
3.
4.
5.
20. Diagon identify up to five attributes, feetures, or aborestariation very uigh for in an ideal
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
1. Back-out certain transaction w/o having to send info for keying to DHRM.
1. Back-out certain transaction w/o having to send info for keying to DHRM.
1. Back-out certain transaction w/o having to send info for keying to DHRM. 2.
1. Back-out certain transaction w/o having to send info for keying to DHRM. 2.
1. Back-out certain transaction w/o having to send info for keying to DHRM. 2. 3.
1. Back-out certain transaction w/o having to send info for keying to DHRM. 2. 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
BES/PMIS interaction
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
corrections for transactions
2.
2.
3.
3.
4.
5.
32. What process do you use to measure agency satisfaction with these functions or components?

33.	Is there a call	center or other support ser	vice provided for the users	of the system?
•	Yes			
0	No			
34.	If yes, please	list the services available a		
		Service		ssues / Concerns
	1.	Customer service		
	2.			
	3.			
	4.			
	5.			
35	ls formal proc	ess training available for us	ers of the systems?	
⊙ .	Yes	ocos training available for as	or the systems:	
0	No			
36.	If yes, please	provide a brief description of	of the training, schedule, an	d cost information.
		Description	Schedule (e.g. 2x per year)	Cost per Student
	1.	PMIS	2x per year	\$0
	2.			
	3.			
	4.			
	5.			
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
		ent training meet your Ager	ncy's needs?	
0	Yes			
0	No			

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
Employee Direct
2.
3.
4
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
··
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.
45. If you have any other concerns or comments about this functional area, please include them here.

1. Does your Agency process its own personnel actions?

Yes

No

 \odot

0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.			
	Agency	Fee	Cost
1.			
2.			
3.			
4.			
5.			
	ncy process personnel action	ons for any other Agencies?	
O Yes			
No			
7.0			
4. If yes, please li	st.		
	Agency	Service/Support Provided	Associated Fees
1.			
2.			
3.			
4.			
5.			

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)		
0	Yes	
•	No	
6. Ir	n what format	does your Agency maintain the official personnel file for each employee?
>	hard copy	
~	electronic co	ру
	imaged docu	uments
etc. sala) in your Agen aried or wage,	s of automated or manual Personnel Action Processing (e.g. data entry, filing, cy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE.
		contractor is not dedicated full time to this process, please add up the nployee time to reach an FTE total by pay band.
		mployee time to reach an FTE total by pay band.
	centages of er	mployee time to reach an FTE total by pay band.
	centages of er	mployee time to reach an FTE total by pay band.
	Band - 1 Band - 2	FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3	FTE Count (include tenths)
	Band - 1 Band - 2 Band - 3 Band - 4	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .2
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .2
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .2
	Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	reployee time to reach an FTE total by pay band. FTE Count (include tenths) .2

	Act	ivity	Co	ost
1.				
2.				
3.				
4.				
5.				
9. Excluding PMIS processes?	S, does your Agency	utilize any applicatio	ons or systems to pro	ocess personnel
Yes				
O No				
such as Excel, Ac If you have more	10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.			
Matrix: part 1 of 3				
	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access	Employee Database	Office 2002	\$ 0
2.				
3.				
4.				
5.				
	ı	ı	ı	ı

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.	\$ 0	\$ 0	\$ 0	\$ 0
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.	\$ 0	\$ 0	\$ 0	Ease of use/maintenance and low cost
2.				
3.				
4.				
5.				_

11.	If you would like us to contact you for more information please check follow up.
	Follow Up

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.			
	Data Reported	Recipient	Frequency
1.	Salary Appointment	Payroll and Human Resources	Bi-monthly
2.	Miscellaneous Salary	Payroll and Human	Bi-monthly

4.

5.

Yes

No

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0

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Service Award recipients
2.
Retirement eligibility
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would
make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 DI # 4				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
00 Day Las			(
working with that	of specific automated would make your life	d personnel action in e easier?	iterfaces that you are	e currently not
O Yes				
No				
	ı required to do manı	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

	22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?			
0	Yes			
•	No			

23. If yes, please list the seasonal activities and the workload areas impacted.			
	Activity Workload Area Impacted		
1.			
2.			
3.			
4.			
5.			

24. Please rate th Agency.	e following personnel trans	actions in terms of level of c	complexity for your
	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	0	•
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	0	0	•
Menu-enabled Transactions	0	0	•
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have?
(For example, VSDP, transfers, retroactive, future dated transactions, etc)

0 Personal Data 0 • Job Data 0 0 \odot **Benefits Data** 0 \odot 0 0 Compensation 0 • Data **New Hire Process** 0 0 \odot Personnel Action 0 0 • **Transactions** 0 0 **Personal Data** \odot Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. Reports and Forms tied to database 2. 3. 4. 5.

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Fair

needs.

Excellent

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
System which would provide edits with rules
2.
We currently have data entry into PMIS and our employee database
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. System with edits and rules
personnel action processing business process. 1. System with edits and rules 2.
1. System with edits and rules 2. Management reports
personnel action processing business process. 1. System with edits and rules 2. Management reports 3.
1. System with edits and rules 2. Management reports 3. System generated forms for personnel actions
1. System with edits and rules 2. Management reports 3. System generated forms for personnel actions 4.
1. System with edits and rules 2. Management reports 3. System generated forms for personnel actions 4. Single data entry

30. Please list the top five functions or components of the systems that work especially well.
1.
Employee separations
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
1. Employee health care benefits
Employee health care benefits
Employee health care benefits
Employee health care benefits 2.
Employee health care benefits 2.
Employee health care benefits 2. 3.
Employee health care benefits 2. 3. 4.
Employee health care benefits 2. 3.
Employee health care benefits 2. 3. 4.
Employee health care benefits 2
Employee health care benefits 2. 3. 4.

33.	ls there a cal	l center or other support ser	vice provided for the users	of the system?
0	Yes			
•	No			
0.4	IC	Part (Lancas de la constant de la co		
34.	If yes, please	list the services available a		
		Service		ssues / Concerns
	1.			
	2.			
	3.			
	4.			
	5.			
25	la farmal mus		same of the systems?	
		cess training available for us	sers of the systems?	
0	Yes			
0	No			
36.	If ves. please	provide a brief description	of the training, schedule, ar	d cost information.
		Description	Schedule (e.g. 2x per year)	Cost per Student
	1.	PMIS Traning	Quarterly	\$ 100
	2.	BES Training	Quarterly	\$ 100
	3.			
	4.			
	5.			
37.	Does the cur	rent training meet your Ager	ncy's needs?	
•	Yes			
0	No			

38. If no, please list reasons.				
1.				
2.				
3.				
4.				
5.				
39. Please identify the process that is followed to make changes and enhancements to the systems.				
Nofification to DHRM				
40. How are system changes identified and prioritized?				

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
-basiness process redesign, and organizational changes:

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.
45. If you have any other concerns or comments about this functional area, please include them here.

1. Does your Agency process its own personnel actions?

Yes

No

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0

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.						
associated lees a	Agency	Fee	Cost			
	,					
1.						
2.						
3.						
4.						
5.						
	<u> </u>	<u> </u>				
3. Does your Age	ncy process personnel action	ons for any other Agencies?				
O Yes						
No						
4. If yes, please li	st.					
	Agency	Service/Support Provided	Associated Fees			
1.						
2.						
3.						
4.						
5.						

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)				
•	Yes			
0	No			
6. In	what format	does your Agency maintain the official personnel file for each employee?		
✓	hard copy			
✓	electronic co	ру		
✓	imaged docu	uments		
etc.) sala	in your Agen ried or wage,	s of automated or manual Personnel Action Processing (e.g. data entry, filing, loy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process, de their total FTE.		
		contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.		
		FTE Count (include tenths)		
	Band - 1			
	Band - 2	.4		
	Band - 3	2.8		
	Band - 4			
	Band - 5	1.0		
	Band - 6			
	Band - 7			
	Band - 8			
	Band - 9			
Co	entracted Labor			

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.						
	Activity Cost					
1.	DocuShare Personnel System	\$ 20,000				
2.						
3.						
4.						
5.						
9. Excluding PMIS processes?	S, does your Agency	utilize any applicatio	ons or systems to pro	ocess personnel		
Yes						
O No						
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.						
Matrix: part 1 of 3						
	Application/System Name	Module (if applicable)	Version	Maintenance fees		
1.	Excel - Automated HR Forms	N/A	XP			
2.						
3.						
4.						

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Printing and Facilities costs not Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

12. Excluding PMIS, please lis	t any reports that are o	generated from your	system to	include the
data reported, recipient type, a	nd frequency of gener	ation.		

Data Reported		Recipient	Frequency	
1.	1. FTE/Position Data V		As needed	
2. Workers' Compensation Data		VDH Managers Annual		
3. Workforce Planning Data		VDH Senior Management	Annual	
4. Turnover Data		Office of Human Resources (OHR) Staff	Ad hoc	
5.	Employee Data	VDH Senior Management & OHR Staff	Ad hoc	

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.
1.
Turnover Data reflecting employee movement within and external to VDH
2.
3.
4.
5.
14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
Yes
O No

15. If yes, please list examples of the types of reports or queries that you generate.
1.
Workforce Planning Reports
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would
make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.					
	Application / System	Recipients/Providers	Frequency	Purpose	
1.					
2.					
3.					
4.					
5.					
	•	•	•	·	
	ch planned automate e purpose of the inter				
	Application / System	Recipients/Providers	Frequency	Purpose	
1.					
2.					
3.					
4.					
5.					
20. Do you know working with that	of specific automated would make your life	d personnel action in eeasier?	iterfaces that you are	e currently not	
O Yes					
No					
	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?	
O Yes					
O No					

	Does your Agency have any seasonal activities that significantly impact your workload in connel action processing?
•	Yes
0	No

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.	Northern Virginia Pay Supplements	Transactions		
2.				
3.				
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	•	0	0
Retroactive Actions	0	0	•
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	0	•	0
Position Establishment and New Hires	0	•	0
Undo Actions	0	0	•
Bonus Authorizations	•	0	0
Menu-enabled Transactions	•	0	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

Northern Virginia Pay Supplements

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	0	•	0
Job Data	•	0	0
Benefits Data	0	•	0
Compensation Data	0	•	0
New Hire Process	0	•	0
Personnel Action Transactions	0	•	0
Personal Data Change Transactions	0	•	0

27. Please list up to five strengths of your current business processes for personnel action processing.

1.

VDH electronic HR forms are easy and fast to complete, transmit, read, and file electronically

2.

Resource materials have been developed and placed on VDH and DHRM Web sites - forms and instructions

3.

Electronic position descriptions (EWPs) are submitted easily and quickly to UNUM Provident for VSDP.

4.

Existing network of HR contacts works closely with the Office of Human Resources.

5.

Training is provided to agency administrators via an internal videoconferencing system.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
PMIS & CIPPS are separate automated systems which require duplicate keying of personnel information. An integrated system is needed.
2.
3.
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1. PMIS & CIPPS should be integrated into a single personnel/payroll system
personnel action processing business process. 1. PMIS & CIPPS should be integrated into a single personnel/payroll system
1. PMIS & CIPPS should be integrated into a single personnel/payroll system 2.
1. PMIS & CIPPS should be integrated into a single personnel/payroll system 2.
1. PMIS & CIPPS should be integrated into a single personnel/payroll system 2. 3.
1. PMIS & CIPPS should be integrated into a single personnel/payroll system 2. 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
2.
3.
4.
_
5.
31. Please identify up to five functions or components that have significant limitations or require
significant manual effort.
1.
2.
3
3.
4.
5.
5.
5.
32. What process do you use to measure agency satisfaction with these functions or

33. Is there a call center or other support service provided for the users of the system?					
Yes					
O No					
34. If yes, please	list the services available a	nd any current issues or co	ncerns.		
	Service	ı	ssues / Concerns		
1.	VDH Office of Human Resourc	es staff			
2.					
3.					
4.					
5.					
35. Is formal prod	cess training available for us	sers of the systems?			
Yes					
O No	O No				
36. If yes, please	provide a brief description	of the training, schedule, an	d cost information.		
	Description	Schedule (e.g. 2x per year)	Cost per Student		
1.	Benefits Eligibility Sysytem (BES) training	periodic			
2.	Commonwealth Integrated Payroll Personnel Sysytem (CIPPS) training	as needed			
3.	Personnel Management Information System (PMIS)	periodic			
4.					
5.					

37.	Does the current training meet your Agency's needs?
•	Yes
0	No
38.	If no, please list reasons.
1.	
2.	
3.	
4.	
5.	
00	
	Please identify the process that is followed to make changes and enhancements to the stems.
	Internal review by Office of Human Resources staff and customer feedback
40.	How are system changes identified and prioritized?
	Customer and HR staff feedback

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
Development of web based VDH HR forms is underway.
2.
3.
4.
5.
J
42 What current and planned key initiatives will impact the eveterns auch as new eveterns
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
VDH Data Warehousing and Web Forms

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

No

45. If you have any other concerns or comments about this functional area, please include them here.

The Office of Human Resources (OHR) is responsible for the compliant and effective operation of HR for the agency. OHR conducts a centralized HR operation, working collaboratively with supervisors, business specialists and generalists statewide to assure compliance and quality for decentralized components. OHR develops policy and institutes procedures to assure compliance with a variety of mandates, institutes and promotes the use of best practices in support of the agency's mission and develops resources and tools for supervisors and managers statewide. OHR functions with teams of HR generalists providing VDH customers with guidance/consultation in personnel action processing. For purposes of this survey, the FTE assignments were based on staff involvement in the processes described in personnel action processing. Therefore, no staff time has been allotted for the customer consultation function.

1. Does your Agency process its own personnel actions?

Yes

No

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Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
	Agency	Fee	Cost	
1.				
2.				
3.				
4.				
5.				
2 December Age		fan amu alban A		
	ncy process personnel action	ons for any other Agencies:		
O Yes				
No				
4 If you place li				
4. If yes, please li	St.			
	Agency	Service/Support Provided	Associated Fees	
1.				
2.				
3.				
4.				
5.				

5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)			
O Yes			
No			
	does your Agency maintain the official personnel file for each employee?		
✓ hard copy			
electronic co	рру		
☐ imaged docu	uments		
7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.			
	FTE Count (include tenths)		
Band - 1			
Band - 2			
Band - 3			
Band - 4	.1		
Band - 4 Band - 5	.1		
	.1		
Band - 5	.1		
Band - 5 Band - 6	.1		
Band - 5 Band - 6 Band - 7	.1		

	other personnel action of the results of the result		such as storage, pri	nting, supplies, and		
	Act	ivity	Co	ost		
1.						
2.						
3.						
4.						
5.						
O Fashadia a DM	O decessor Assesses					
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	cess personnei		
Yes						
O No						
such as Excel, Ac If you have more	list the following info ccess, etc, used by you entries than the space will contact you for m	our agency that supp ce provided, please r	orts this process.			
Matrix: part 1 of 3						
	Application/System Name	Module (if applicable)	Version	Maintenance fees		
1.	Excel Transaction forms HR-5, 8s & 9's					
2.	DocuShare pilot					
3.	OrgPlus charts					
4.						

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3					
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs	
1.					
2.					
3.					
4.					
5.					

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				Forms developed by VDH Central OHR
2.				Required to transmit HR forms to VDH Cenral OHR
3.				submission with position changes
4.				
5.				

11.	If you would like us to contact you for more information please check follow up.
	Follow Up

	Data Reported	Recipient	Frequency		
1.	All HR forms using Excel	District files and VDH OHR	Daily		
2.					
3.					
4.					
5.					
	of the types of reports that y				
1.					
2.					
3.					
4.					
5.					
14. Does your Ag E480, for personr	ency use the central DHRM nel action data?	data warehouse to genera	te ad hoc reports, such as		
O Yes					
No					

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.				
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 DI # 4				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
00 Day Las			(
working with that	of specific automated would make your life	d personnel action in e easier?	iterfaces that you are	e currently not
O Yes				
No				
	u required to do man	ual double data entry	y in lieu of those auto	mated interfaces?
O Yes				
O No				

22. Does your Agency have any seasonal activities that significantly impact your workload in personnel action processing?			
0	Yes		
•	No		

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.				
2.				
3.				
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	•	0	0
Suspense (Future- dated) Actions	•	0	0
Transfers from other Agencies	•	0	0
Position Establishment and New Hires	0	•	0
Undo Actions	•	0	0
Bonus Authorizations	•	0	0
Menu-enabled Transactions	•	0	0
Leave Anniversary Dates	0	0	•
Temporary Pay	•	0	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP cases are not reported timely between Unum and OHR.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs. Fair Good Excellent Personal Data 0 0 0 Job Data 0 0 0 Benefits Data 0 0 0 Compensation 0 0 0 Data **New Hire Process** 0 0 0 Personnel Action 0 0 0 **Transactions** 0 0 Personal Data 0 Change **Transactions** 27. Please list up to five strengths of your current business processes for personnel action processing. 1. Automated forms enable decentralized decisions 2. Policies controlling transactions are built into automated forms 3. Automated forms perform job evaluation functions automatically 4. Automated forms have built in QA 5. Automated forms simplify salary determinations

personnel action processing.
1.
Personnel Information System that includes Wage as well as classified
2.
Personnel Info System that permits queries and ad hoc reporting
3.
Personnel Info System Integrated with payroll
4.
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1.
personnel action processing business process. 1.
personnel action processing business process. 1. 2.
personnel action processing business process. 1. 2.
personnel action processing business process. 1. 2.
personnel action processing business process. 1. 2. 3.
personnel action processing business process. 1. 2. 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
Automated forms
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
2.
3.
3.
3. 4.
4.
4.
4.

33.	Is there a ca	ll center or other support se	rvice provided for the users	of the system?			
•	Yes						
0	No						
34.	34. If yes, please list the services available and any current issues or concerns.						
		Service		Issues / Concerns			
	1	. VDH OHR are available for co problems with the District	nsultation on				
	2						
	3						
	4						
	5						
		ocess training available for us	sers of the systems?				
0	Yes						
No							
36.	If yes, pleas	e provide a brief description	of the training, schedule, ar	nd cost information.			
		Description	Schedule (e.g. 2x per year)	Cost per Student			
	1						
	2						
	3						
	4						
	5						
		rrent training meet your Age	ncy's needs?				
•	Yes						
0	No						

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
Do not know
40. How are system changes identified and prioritized?

OHR encourages feedback from users and gathers suggestions and changes from the Districts

41. Please list system changes that have been made in the past 12 months.
1.
HR Forms have been updated periodically
2.
Docu Share pilot was introduced and utilized
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems,
business process redesign, and organizational changes?

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

Do not know

45. If you have any other concerns or comments about this functional area, please include them here.

The survey is completed based on changing the word "Agency" to "District" in all questions. We have do not have access to PMIS.

Personnel Action Processing involves processing Requests for Personnel Actions, changes to employees' official personnel records or history, or involving establishing, maintaining, and monitoring the agency's official personnel system of record.

1. D	1. Does your Agency process its own personnel actions?				
•	Yes				
0	O No				
	2. If no, please list the Agency or service bureau that processes your personnel actions and any associated fees and costs.				
		Agency	Fee	Cost	
	1.				

1.		
2.		
3.		
4.		
5.		

3. E	3. Does your Agency process personnel actions for any other Agencies?		
•	Yes		
0	No		

4. If yes, please li	4. If yes, please list.				
	Agency	Service/Support Provided	Associated Fees		
1.	DBVI - 702	Full HR Services			
2.	VRCB-263	Full HR Services			
3.	DDHH-751	Full HR Services			
4.	VBPD-606	Full HR Services			
5.	DRS-262 & WWRC-203	Full HR Services			

5. Does your Age district?)	5. Does your Agency process personnel actions at multiple work locations (local, regional, district?)		
Yes			
O No			
6. In what format	does your Agency maintain the official personnel file for each employee?		
✓ hard copy			
electronic co	рру		
☐ imaged docu	uments		
etc.) in your Ager salaried or wage, please also provid If an employee or	7. For the process of automated or manual Personnel Action Processing (e.g. data entry, filing, etc.) in your Agency, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE. If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.		
	FTE Count (include tenths)		
Band - 1			
Band - 2	2.0		
Band - 3	2.5		
Band - 4	.7		
Band - 5	.5		
Band - 6			
	.1		
Band - 7	.1		
Band - 7 Band - 8	.1		
	.1		

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.				
Activity Cost				
1.	Printing/copying		\$ 500	
2.	Supplies		\$ 500	
3.	Postage		\$ 500	
4.				
5.				
A = 1 DM				
9. Excluding PMIS processes?	S, does your Agency	utilize any application	ons or systems to pro	ocess personnel
Yes				
O No				
such as Excel, Ac If you have more	ccess, etc, used by y	ormation for each appour agency that suppose provided, please reproved information.	orts this process.	
Matrix: part 1 of 3				
	Application/System Name	Module (if applicable)	Version	Maintenance fees
1.	Access/wage db			
2.	Excel/wage increases			
3.	CIPPS			
4.	G2Weblink			
5.	UnumProvident			

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 2 of 3				
	Employee Training costs	Contractor Support costs	Technology costs	Call Center Operation costs
1.				
2.				
3.				
4.				
5.				

10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.

Matrix: part 3 of 3				
	Printing and reproduction costs	Facilities costs not related to the number of employees	Other costs	Why was the system selected?
1.				ease of use/ no wage DB provided by state
2.				ease of use/formula enabled
3.				state leave system
4.				W/C reports - reporting system
5.				VSDP reporting system

11. I	If you would like us t	o contact you fo	or more informa	ation please ch	neck follow	up.
~	Follow Up					

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

	Data Reported	Recipient	Frequency
1.	new hires/incrases/approval periods	HR/position supevisor	quarterly/monthly
2.	performance increases for wage	payroll/wage recruiter	annually
3.	leave	leave coordinators/employees	semi-monthly/semi-annually
4.	workers compensation reports	HR/Benefits administrator	monthly
5.	UnumProvident reports	HR-Benefits administrator/PR/supervisor/l eave coordinator	daily

13. Provide a list of the types of reports that you would like to receive that are currently not available from PMIS, the DHRM Data Warehouse such as E480, or Agency application or system.

1.

Cost of hire reports

2.

Value of benefits report sortable by employee, cost code, division or hierarchy (optional code data from PMIS screen)

3.

Percentage of ratings automatically calculated for performance evaluations

4.

automated months of service for VSDP

5.

reports to composite all employees' benefit choices, contributions

14. Does your Agency use the central DHRM data warehouse to generate ad hoc reports, such as E480, for personnel action data?
Yes
O No
15. If yes, please list examples of the types of reports or queries that you generate.
1.
listings of specific roles, years of service
2.
retirement eligibility
3.
EEO statistics
4.
reports requested by budget analyst
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No

17. If yes, please list the tools.
1.
2.
3.
4.
5.

18. Please list each current automated application or system interface (data interchange with another system) by recipients/providers, frequency of use, and the purpose of the interface.

	Application / System	Recipients/Providers	Frequency	Purpose
1.	Resource Directory/Access	Agency Staff/IS	daily	employee listing, contact information, skills database
2.	Applicant Tracking System	Payables/HR	daily	for reimbursement of travel expenses for wage employees
3.				
4.				
5.				

			ed application or syst face (development u		
		Application / System	Recipients/Providers	Frequency	Purpose
	1.				
	2.				
	3.				
	4.				
	5.				
		of specific automated would make your life	d personnel action in easier?	terfaces that you are	currently not
•	Yes				
0	No				
04 16				.:	
	Yes, are you	i required to do man	ual double data entry	In lieu of those auto	mated interraces?
0	No				
22 Г	oes vour Aa	ency have any seaso	onal activities that sig	unificantly impact you	ır workload in
	onnel action		orial activities that sig	grimoarity impaot you	ar workload iii
•	Yes				
0	No				

23. If yes, please	list the seasonal activities and the worklo	oad areas impacted.
	Activity	Workload Area Impacted
1.	Annual performance evaluations	HR support staff (CIPPS/transactions)
2.	Annual funding code changes	HR support staff (CIPPS/transactions)
3.	Annual benefits enrollment changes	HR benefits administrators/HR technician (payroll/FMLA)
4.	Conflict of interest/statement of economic interest	HR technician (payroll/FMLA)
5.	Service Awards	HR technician/office manager

24. Please rate the following personnel transactions in terms of level of complexity for your Agency. Average **Simple** Complex **VSDP** 0 0 \odot **Retroactive Actions** 0 0 \odot Suspense (Future-0 0 • dated) Actions 0 Transfers from 0 • other Agencies 0 **Position** 0 \odot Establishment and **New Hires Undo Actions** 0 0 \odot 0 0 0 **Bonus Authorizations** • 0 0 Menu-enabled **Transactions** 0 0 **Leave Anniversary** • **Dates** Temporary Pay 0 0 •

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

retroactive actions - require DHRM involvement Future dated transactions (increase)cannot be keyed Processing multiple employment status for enterprise division receive multiple format due to visually impaired or blind managers.

26. Please rate the quality of the following PMIS System components in meeting your Agency's needs.

	Fair	Good	Excellent
Personal Data	•	0	0
Job Data	•	0	0
Benefits Data	•	0	0
Compensation Data	•	0	0
New Hire Process	0	•	0
Personnel Action Transactions	0	•	0
Personal Data Change Transactions	•	0	0

1.
ability to respond quickly
2.
ability to explain complex processes to variety of levels of understanding
3.
ability to provide training and guidance
4.
ensure accuracy through levels of verification
5.
getting late receipt of VSDP approvals and turning around info to payroll quickly
28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
personnel action processing.
personnel action processing. 1.
1. less paper - more electronic submission 1. less paper - more electronic submission
personnel action processing. 1. less paper - more electronic submission 2.
1. less paper - more electronic submission 2. on-line form submission
personnel action processing. 1. less paper - more electronic submission 2. on-line form submission 3.

5.

27. Please list up to five strengths of your current business processes for personnel action

1.
less paper
2.
filtering of data from variety of sources to single source for access by appropriate personnel - data exchange source?
3.
user friendly/drop down boxes
4.
statistical data available
5.
30. Please list the top five functions or components of the systems that work especially well.
30. Please list the top five functions or components of the systems that work especially well. 1.
1.
updates on system immediately (PMIS/BES)
1.updates on system immediately (PMIS/BES)2.
1. updates on system immediately (PMIS/BES) 2. web-enabled technology for use with PMIS/BES
 updates on system immediately (PMIS/BES) web-enabled technology for use with PMIS/BES 3.
1. updates on system immediately (PMIS/BES) 2. web-enabled technology for use with PMIS/BES 3. Data source at VRS Quick Access system
1. updates on system immediately (PMIS/BES) 2. web-enabled technology for use with PMIS/BES 3. Data source at VRS Quick Access system 4.

29. Please identify up to five attributes, features, or characteristics you wish for in an ideal personnel action processing business process.

1.		
cannot correct	historical data for earlier transaction	on without contacting DHRM
2.		
double entry - F	PMIS/CIPPS	
3.		
double entry - v	wage DB/ATS for A/P needs	
4.		
photocopying F	PR data/distribution of paper	
5.		
32. What process components?	do you use to measure agency satisfac	ction with these functions or
	scussions with employees and sup	nervisors number of complaints
	regarding a particular activity, exit	
33. Is there a call	center or other support service provided	d for the users of the system?
Yes		
O No		
	list the services available and any curre	ent issues or concerns.
	list the services available and any curre	ent issues or concerns. Issues / Concerns
34. If yes, please	Service	Issues / Concerns
34. If yes, please	Service	Issues / Concerns entry issues/backing out transactions
34. If yes, please 1. 2.	Service DHRM Agency helpdesk	entry issues/backing out transactions system problems

31. Please identify up to five functions or components that have significant limitations or require

35.	Is formal pr	OC	ess training available for ι	users of the systems?	
•	Yes				
0	No				
36.	If yes, pleas	se	provide a brief descriptior	of the training, schedule, and	l cost information.
			Description	Schedule (e.g. 2x per year)	Cost per Student
		1.	DHRM PMIS		
		2.	DOA CIPPS		
		3.	VRS QuickAccess		
		4.	DHRM MCI Workers comp/G2 weblink		
		5.			
37.	Does the c	urre	ent training meet your Age	ency's needs?	
•	Yes				
0	No				
38.	If no, pleas	e li	st reasons.		
1.					
2.					
3.					
 					
4.					
5.					

39. Please identify the process that is followed to make changes and enhancements to the systems.

Recommendations/suggestions to DHRM functional area, recommendations/requests to agency IS staff, requests to MCI, VRS

40. How are system changes identified and prioritized?

Difficulties/repetition of errors/inability to produce requested reports/mandates for additional information from DHRM/Secretary/etc.

41. Please list system changes that have been made in the past 12 months.
1.
UnumProvident - update to report format
2.
DHRM - web enabled access, better screen transaction selections
3.
Agency ATS - component to review staffing document for retirement eligibility
4.
VRS Quick Access - ability to access other agency data that HR services are provided for
5.

42. Please list pending system changes.
1.
UnumProvident - accepting mods on-line
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
integration of multiple system data
44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.
Possibly HIPAA depending on data to be used.
45. If you have any other concerns or comments about this functional area, please include them here.
More advance notice would have enabled more accurate responses.

		fficial personnel records or he monitoring the agency's o	•	hing, maintaining, and
		ency process its own person	nel actions?	
•	Yes			
0	No			
	no, please lis	et the Agency or service bure and costs.	eau that processes your pe	rsonnel actions and any
		Agency	Fee	Cost
	1.			
	2.			
	3.			
	4.			
	5.			
3. D	oes your Age	ency process personnel action	ons for any other Agencies?	
0	Yes			
•	No			
4. If	yes, please li	st.		
		Agency	Service/Support Provided	Associated Fees
	1.			
	2.			
	3.			
	4.			
	5			

5. Does your Age district?)	ncy process personnel actions at multiple work locations (local, regional,
O Yes	
No	
6. In what format	does your Agency maintain the official personnel file for each employee?
✓ hard copy	
☐ electronic co	ру
☐ imaged docu	uments
etc.) in your Agen	s of automated or manual Personnel Action Processing (e.g. data entry, filing, ncy, please provide an estimate of the staff resource requirements, whether based on pay band. If contractor resources are currently used in this process,
please also provid	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
please also provid	de their total FTE. contractor is not dedicated full time to this process, please add up the
please also provid	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
please also provide If an employee or percentages of er	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
please also provide If an employee or percentages of er	de their total FTE. contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band.
please also provide If an employee or percentages of er Band - 1 Band - 2	contractor is not dedicated full time to this process, please add up the mployee time to reach an FTE total by pay band. FTE Count (include tenths)
please also provided in the second se	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .0
please also provided in the second se	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .0 .1
please also provided in the second se	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .0 .1
please also provided in the second se	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .0 .1
Band - 1 Band - 2 Band - 3 Band - 4 Band - 5 Band - 6 Band - 7	contractor is not dedicated full time to this process, please add up the imployee time to reach an FTE total by pay band. FTE Count (include tenths) .0 .1

	1.	PRINTING		\$ 3,960	
	2.	POSTAGE		\$ 1,500	
	3.	SUPPLIES		\$ 2,500	
	4.				
	5.				
	Excluding PMIS cesses?	S, does your Agency	utilize any application	ons or systems to pro	ocess personnel
0	Yes				
•	No				
10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information.					
suc If yo	h as Excel, Ac ou have more	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	ports this process.	
suc If yo que	h as Excel, Ac ou have more	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	ports this process.	
suc If yo que	h as Excel, Acou have more estion and we	ccess, etc, used by your contries than the space	our agency that supp ce provided, please r	ports this process.	
suc If yo que	h as Excel, Acou have more estion and we	ccess, etc, used by your contries than the space will contact you for many contact your formal contact you	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following
suc If yo que	th as Excel, Acou have more estion and we want 1 of 3	ccess, etc, used by your contries than the space will contact you for many contact your formal contact you	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following
suc If yo que	th as Excel, Acou have more estion and we want 1 of 3	ccess, etc, used by your contries than the space will contact you for many contact your formal contact you	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following
suc If yo que	th as Excel, Acou have more estion and we want 1 of 3	ccess, etc, used by your contries than the space will contact you for many contact your formal contact you	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following
suc If yo que	th as Excel, Acou have more estion and we want 1 of 3 1. 2. 3.	ccess, etc, used by your contries than the space will contact you for many contact your formal contact you	our agency that suppose provided, please reproved information.	oorts this process. nark "Follow Up" to t	he following

8. Please list any other personnel action processing costs, such as storage, printing, supplies, and postage, that your Agency incurs on an annual basis.

Cost

Activity

such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 2 of 3 **Employee Training Contractor Support Technology costs Call Center** costs costs Operation costs 1. 2. 3. 4. 5. 10. If yes, please list the following information for each application/system, including software such as Excel, Access, etc, used by your agency that supports this process. If you have more entries than the space provided, please mark "Follow Up" to the following question and we will contact you for more information. Matrix: part 3 of 3 Facilities costs not Printing and Other costs Why was the system reproduction costs related to the number selected? of employees 1. 2. 3. 4. 5. 11. If you would like us to contact you for more information please check follow up.

Follow Up

10. If yes, please list the following information for each application/system, including software

	Data Reported	Recipient	Frequency
1.			
2.			
3.			
4.			
5.			
12 Drovide a list	of the triver of new order these	roun would like to make the	ot are attractive act
available from PM	of the types of reports that y IIS, the DHRM Data Wareh	ouse such as E480, or Age	ncy application or system.
1.			
BI-MONTLY U	PDATED PME001		
2.			
BIMONTHLY L	IPDATED PM0031		
3.			
4.			
5.			
	,,,		
14. Does your Ag E480, for personr	ency use the central DHRM nel action data?	data warehouse to genera	te ad hoc reports, such as
O Yes			-
No			

12. Excluding PMIS, please list any reports that are generated from your system to include the data reported, recipient type, and frequency of generation.

15. If yes, please list examples of the types of reports or queries that you generate.
1.
2.
3.
4.
5.
16. Do you know of personnel action reporting tools which you are currently not using that would make your life easier?
O Yes
No
17. If yes, please list the tools.
1.
2.
3.
4.
5.

	ch current automated by recipients/provide			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
40 D				
	ch planned automate e purpose of the inter			
	Application / System	Recipients/Providers	Frequency	Purpose
1.				
2.				
3.				
4.				
5.				
	of specific automated would make your life		terfaces that you are	e currently not
O Yes				
No				
21. If yes, are you	ı required to do man	ual double data entry	in lieu of those auto	mated interfaces?
O Yes				
O No				

	Does your Agency have any seasonal activities that significantly impact your workload in sonnel action processing?
0	Yes
•	No

23. If yes, please list the seasonal activities and the workload areas impacted.				
	Activity	Workload Area Impacted		
1.				
2.				
3.				
4.				
5.				

24. Please rate the following personnel transactions in terms of level of complexity for your Agency.

	Simple	Average	Complex
VSDP	0	0	•
Retroactive Actions	0	•	0
Suspense (Future- dated) Actions	0	•	0
Transfers from other Agencies	0	0	•
Position Establishment and New Hires	0	•	0
Undo Actions	0	•	0
Bonus Authorizations	0	•	0
Menu-enabled Transactions	0	•	0
Leave Anniversary Dates	0	•	0
Temporary Pay	0	•	0

25. What unique needs or complexities in processing personnel actions does your Agency have? (For example, VSDP, transfers, retroactive, future dated transactions, etc)

VSDP, TRANSFERS, HIRES, TERMS, RESIGNATIONS, INCREASES, BES TRANSACTIONS

Personal Data	O	•	O	
Job Data	0	•	0	
Benefits Data	0	•	0	
Compensation Data	0	•	0	
New Hire Process	0	•	0	
Personnel Action Transactions	0	•	0	
Personal Data Change Transactions	0	•	0	
27. Please list up to five strengths of your current business processes for personnel action processing.				
	to live strengths of your cul	rrent business processes fo	r personnel action	
	to live strengths of your cui	rrent business processes fo	r personnel action	
processing. 1.		rrent business processes fo		
processing. 1.				
processing. 1. WE HAVE 3 EN				
processing. 1. WE HAVE 3 EN				
processing. 1. WE HAVE 3 EN 2.				
processing. 1. WE HAVE 3 EN 2.				
processing. 1. WE HAVE 3 EN 2				
processing. 1. WE HAVE 3 EN 2				

26. Please rate the quality of the following PMIS System components in meeting your Agency's

Good

Excellent

Fair

needs.

28. Please list up to five opportunities for improvement in your current business processes for personnel action processing.
1.
2.
3.
4.
_
5.
29. Please identify up to five attributes, features, or characteristics you wish for in an ideal
personnel action processing business process.
personnel action processing business process.
personnel action processing business process. 1. PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE
personnel action processing business process. 1. PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME
personnel action processing business process. 1. PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME
1. PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME 2.
personnel action processing business process. 1. PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME 2. 3.
1. PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME 2.
personnel action processing business process. 1. PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME 2. 3. 4.
personnel action processing business process. 1. PMIS, CIPPS, BES ALL TALK TO EACH OTHER SO DATA ONLY HAS TO BE ENTERED ONE TIME 2. 3.

30. Please list the top five functions or components of the systems that work especially well.
1.
2.
3.
4.
5.
31. Please identify up to five functions or components that have significant limitations or require significant manual effort.
1.
PMIS
2.
CIPPS
3.
BES
4.
5.

32. What process do you use to measure agency satisfaction with these functions or components?

NO PROCESS USED. HR/PAYROLL EMPLOYEES DISCUSS PROBLEMS THAT ARE INCURRED USING PMIS, CIPPS, BES.

33.	Is there a ca	Ill center or other support se	rvice provided for the users	of the system?
0	Yes			
•	No			
34.	If yes, pleas	e list the services available a	and any current issues or co	ncerns.
		Service	ı	Issues / Concerns
	1			
	2			
	3			
	4			
	5			
		ocess training available for u	sers of the systems?	
0	Yes			
0	No			
36	If ves pleas	e provide a brief description	of the training schedule, ar	nd cost information
00.	ii yoo, pioao	Description	Schedule (e.g. 2x per year)	
	1	·	4X PER YEAR	\$ 400
	2		4X PER YEAR	\$ 400
	3		2X PER YEAR	\$ 400
	4			
	5			
37	Does the cu	rrent training meet your Age	ncv's needs?	
<i>⊙</i>	Yes	Hone training most your Age	noy o noodo:	
0	No			
	110			

38. If no, please list reasons.
1.
2.
3.
4.
5.
39. Please identify the process that is followed to make changes and enhancements to the systems.
40. How are system changes identified and prioritized?

41. Please list system changes that have been made in the past 12 months.
1.
2.
3.
4.
5.
42. Please list pending system changes.
1.
2.
3.
4.
5.
43. What current and planned key initiatives will impact the systems, such as new systems, business process redesign, and organizational changes?
business process redesign, and organizational changes:

44. Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.

CARE CENTER EMPLOYEES FILES ARE REQUIRED TO CONTAIN CERTAIN INFORMATION TO BE READILY AVAILABLE ANYTIME SURVEYORS/AUDITORS ARE IN THE FACILITY.

45. If you have any other concerns or comments about this functional area, please include them here.